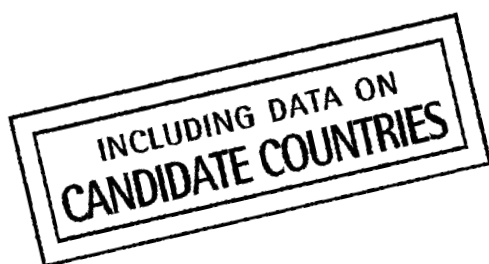


Statistics on the information society in Europe

Data 1996-2002



EUROPEAN
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THEME 4
Industry,
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4

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As part of the new programme, Eurostat has developed its web site. It includes a broad range of online information on Eurostat products and services, newsletters, catalogues, online publications and indicators on the euro zone.

FOREWORD

This is the second edition of Statistics on the Information Society in Europe. It aims to provide detailed statistical information on the Information Society in the European Economic Area, Switzerland and the Candidate countries.

Statistical information from a variety of sources, mainly official sources, have been brought together for this publication. The publication uses data from three Eurostat sources that are focused on information society issues, namely the COINS database on communication statistics, the ICT usage and e-commerce survey of enterprises and, for the first time, data from the household survey on ICT usage. The publication also provides detailed data relevant to information and communication technologies extracted from broader Eurostat sources, notably Structural Business Statistics, PRODCOM, short-term business statistics, external trade and the Labour Force Survey. A number of other sources covering specific issues complete the picture. Issues of comparability which remain are indicated in the footnotes, particularly concerning coverage.

Chapter 1 looks at the eEurope Actions Plans and their benchmarking exercises. Chapters 2 and 3 provide data on the sectors producing ICT goods and services and the markets for these products. Chapters 4 to 8 look at ICT penetration and the use of ICT by different segments of society. Chapters 9 and 10 provide some background data and methodological information.

Eurostat aims to enhance the role of Information Society statistics within the European Statistical System and work is underway to collect existing statistical data on the Information Society from the Member States, to harmonise data and to build up new official data sets where there are important gaps.

**Statistics on the
Information Society in Europe**

This publication has been prepared under the responsibility of unit D7 of Eurostat, responsible for "Information society and services". The opinions expressed are those of the individual authors alone and do not necessarily reflect the position of the European Commission.

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1. eEUROPE

1. eEUROPE

The Barcelona European Council called on the European Commission to draw up an eEurope action plan focussing on 'the widespread availability and use of broadband networks throughout the Union by 2005', while at the same time developing the use of networks and information through initiatives such as eGovernment, eLearning, eHealth and eBusiness.

At the end of May 2003, the European Commission released a Communication entitled, 'eEurope 2005: an information society for all'. The main objectives of the plan include providing 'a favourable environment for private investment and for the creation of new jobs, to boost productivity, to modernise public services, and to give everyone the opportunity to participate in the global information society'. The eEurope 2005 plan aims to stimulate secure services, applications and content based on a widely available broadband infrastructure.

The action plan is based on two main groups of actions. Firstly, it encourages and aims to stimulate Internet services, applications and content (both on-line public services and e-commerce). This 'content initiative' should lead to an increase in the flow and use of information. It is supported by a complementary, second action, that focuses on improving the underlying communications infrastructure, namely, the promotion of broadband and the development of tools and awareness in relation to security matters. To achieve these goals the plan outlines four main tools.

1. Policy measures: to review and adapt legislation; to ensure that legislation does not hamper new services; to strengthen competition and inter-operability; to improve access to a variety of networks; and, to demonstrate political leadership. Some key targets include to:

- connect public administrations, schools and health care to broadband;
- create interactive public services, accessible for all, and offered on multiple platforms;
- provide on-line health services;
- remove obstacles to the deployment of broadband networks; review legislation affecting e-business.

2. Exchange of experience, of good practices and demonstration projects: projects will be launched to accelerate the creation of leading edge applications and infrastructure.

3. Monitoring and benchmarking progress: one of the key instruments being used to measure the improvements in the information society is benchmarking, whereby the performance of each country is compared against the best practices observed across the EU.

4. Co-ordination of existing policies: to bring out synergies between proposed actions; a steering group will provide a better overview of policy developments and ensure a good information exchange between national and European policy makers and the private sector.

This introduction has provided a brief summary of the eEurope initiative. It is in no way comprehensive and for further information readers are invited to refer to the web-site of the Directorate-General for Information Society, which is available at: http://www.europa.eu.int/information_society/index_en.htm.

2. THE ICT SECTOR

2.1 ICT SECTOR IN THE EU

Activities covered in sub-chapters 1 to 3

Unless otherwise noted in tables or graphs, the ICT aggregates presented in sub-chapters 1, 2 and 3 of this chapter cover the following activities

ICT sector (ICT manufacturing and ICT services)	
<i>ICT manufacturing</i>	
30	Manufacture of office machinery and computers
30.01	Manufacture of office machinery
30.02	Manufacture of computers and other information processing
31.3	Manufacture of insulated wire and cable
32	Manufacture of radio, television and communication equipment and apparatus
32.1	Manufacture of electronic valves and tubes and other electronic components
32.2	Manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy
32.3	Manufacture of television and radio receivers, sound or video recording or reproducing apparatus and associated goods
33.2	Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment
33.3	Manufacture of industrial process control equipment
<i>ICT services</i>	
51.43	Wholesale of electrical household appliances and radio and television goods
51.64	Wholesale of office machinery and equipment
51.65	Wholesale of other machinery for use in industry, trade and navigation
64.2	Telecommunications
72	Computer and related activities

The data used in this chapter of the publication comes from the structural business statistics database (SBS). The data are based on an enterprise survey, collected within the legal framework provided by the SBS Regulation (Council Regulation No. 58/97 of December 1996 concerning structural business statistics). The definitions are standardised and so the data should be comparable across industries and countries. The information presented reports on the structure and performance of the information and communication technologies (ICT) sector in the Member States, candidate countries, Iceland, Norway and Switzerland.

ICT value added in the EU stood at EUR 433 billion in 2000, split three-quarters for ICT services (75.1 %) and one-quarter for ICT manufacturing (24.9 %). Looking at the division of other main structural business statistics indicators for the ICT sector between manufacturing and services, a similar pattern was observed for turnover and the number of persons employed, with almost three-quarters of the total accounted for by ICT services.

On the other hand, the enterprise structure of the ICT sector was even more heavily weighted in favour of ICT services, as more than nine out of ten ICT enterprises were active in the service sector, in excess of 500 000 enterprises, compared to just 45 000 active in ICT manufacturing. This split was reinforced when looking at the development of the number of enterprises active in these two sectors between 1996 and 2000 (see figure 2.1.1). There were 12.2 % more enterprises active in the ICT manufacturing sector in 2000 compared to in 1996, while the corresponding rate of change for ICT services was 37.3 % more. The rapid pace of growth in the number of enterprises between 1996 and 1999 came to a halt in 2000, as the number of enterprises in the ICT services sector grew

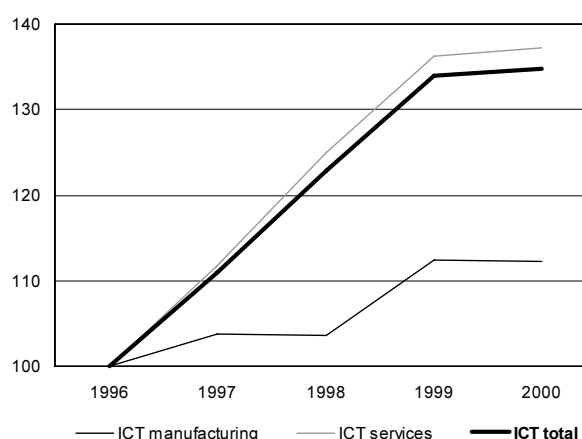
Table 2.1.1: ICT total, EU, 2000 (1)

	Number of enterprises (thousands)	Turnover (EUR billion)	Value added at factor cost (EUR billion)	Number of persons employed (thousands)	Apparent labour productivity (EUR thousand per head)
ICT manufacturing	45	429	108	1 531	70.3
ICT services	503	1 108	325	4 494	72.4
ICT total	548	1 537	433	6 024	71.9

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Figure 2.1.1: Number of ICT enterprises in the EU (1996=100) (1)



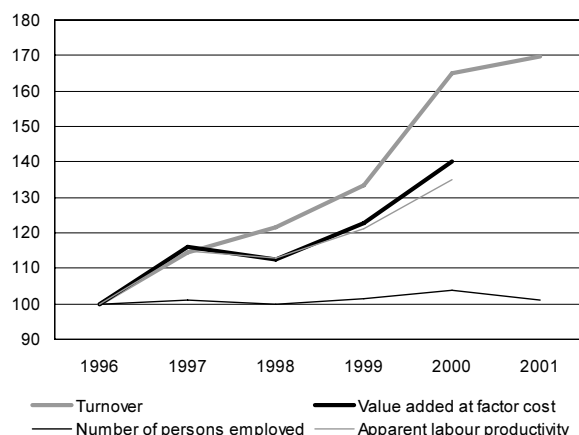
(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

by 0.8 %, while there was a modest reduction of 0.1 % in the number of ICT manufacturing enterprises.

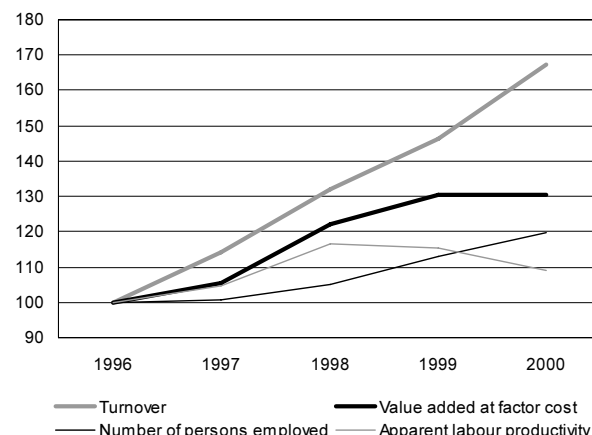
The value added generated by the EU's ICT manufacturing sector in 2000 was 14.1 % higher than in 1999 (on the basis of a current price comparison) and 40.3 % higher than in 1996 (see figure 2.1.2). The development of turnover grew at an even faster pace, such that by 2001 it was almost 70 % higher than in 1996. On the other hand, the number of persons employed fluctuated around its level of 1996. By 2000 there were nearly 4 % more persons employed in the ICT manufacturing sector than there had been in 1996. However, employment levels subsequently fell in 2001 by 2.5 % (compared to a year before), so that overall there were 1.2 % more persons employed in 2001 than there had been in 1996.

Within ICT services (see figure 2.1.3) there were contrasting trends for the main structural business statistics indicators between 1996 and 2000. Turnover and employment grew at a fairly smooth and constant rate during the period considered within the EU's ICT services sector. On the other hand, after having grown between 1996 and 1999, value added remained almost unchanged in 2000, resulting in a decline in the level of apparent labour productivity, as gains in value added did not keep pace with the expansion in the number of persons employed.

Figure 2.1.2: Key indicators of ICT manufacturing in the EU (1996=100) (1)

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Figure 2.1.3: Key indicators of ICT services in the EU (1996=100) (1)

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.1.2: Share in ICT manufacturing total, EU, 2000 (%) (1)

	Number of enterprises	Turnover	Value added at factor cost	Number of persons employed
Manufacture of office machinery and computers (Division 30)	14.2	21.9	14.7	13.2
Manufacture of insulated wire and cable (Group 31.3)	4.5	5.0	5.2	6.8
Manufacture of electronic valves and tubes and other electronic components (Group 32.1)	13.3	15.1	19.3	17.6
Manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy (Group 32.2)	26.2	31.5	29.2	24.9
Manufacture of television and radio receivers, sound or video recording or reproducing apparatus and associated goods (Group 32.3)	7.4	11.7	8.9	10.8
Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment (Group 33.2)	25.5	12.0	18.9	21.8
Manufacture of industrial process control equipment (Group 33.3)	8.8	2.6	3.8	4.7
ICT manufacturing	100.0	100.0	100.0	100.0

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.1.3: Share in ICT services total, EU, 2000 (%) (1)

	Number of enterprises	Turnover	Value added at factor cost	Number of persons employed
Wholesale of electrical household appliances and radio and television goods (Class 51.43)	18.1	13.5	5.3	6.3
Wholesale of office machinery and equipment (Class 51.64)	30.3	20.4	10.1	10.6
Wholesale of other machinery for use in industry, trade and navigation (Class 51.65)	42.4	21.1	12.8	15.9
Telecommunications (Group 64.2)	0.3	23.9	36.1	22.5
Computer and related activities (Division 72)	8.9	21.1	35.7	44.7
ICT services	100.0	100.0	100.0	100.0

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Tables 2.1.2 and 2.1.3 show a breakdown of ICT manufacturing and services activity in the EU in 2000. The largest single NACE Group within the ICT manufacturing sector, no matter which size measure is used (from the four main indicators presented in table 2.1.2), was the manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy (Group 32.2). In terms of its turnover, this sector accounted for 31.5 % of the EU's ICT manufacturing sector, while its share of value added was 29.2 % and its share of employment was 24.9 %. The smallest ICT manufacturing industries in 2000 were the manufacture of insulated wire and cable (NACE Group 31.3) and the manufacture of industrial process control equipment (NACE Group 33.3).

Within the ICT services sector the picture was not as clear. In terms of the number of enterprises, the wholesale trade of other machinery for use in industry, trade and navigation (NACE Class 51.65) was the largest activity, accounting for 42.4 % of all ICT services' enterprises (see table 2.1.3). However, in terms of value added and employment, this activity was the third largest in ICT services. The two ICT service sectors that reported the highest shares of turnover, value added and employment were dominated by relatively large enterprises. Both telecommunications (NACE Group 64.2) and computer and related activities (NACE Division 72) each contributed more than one-third to the EU's value added in the ICT services sector in 2000, while together accounting for less than 10 % of the total number of enterprises.

2.2 ICT MANUFACTURING AND SERVICES DEVELOPMENT

Table 2.2.1a: ICT manufacturing, 2001 (1)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of enterprises (units)	45 428	570	597	6 415	:	3 115	1 231	217	14 592	14	1 070	510	511	681	1 847	8 504
Turnover (EUR million)	428 570	6 449	3 697	99 644	:	14 390	69 574	25 679	39 937	:	6 678	8 140	4 185	47 397	21 771	74 893
Value added at factor cost (EUR million)	107 661	2 155	1 133	24 976	:	3 055	18 962	5 792	9 539	:	1 786	2 818	744	6 651	4 266	22 663
Number of persons employed (thousands)	1 563	25.5	24.3	352.0	:	66.2	265.5	37.1	183.5	:	29.6	38.4	21.4	65.3	82.5	288.2
Apparent labour productivity (EUR thousand)	68.9	84.8	46.2	67.1	:	46.2	63.5	140.3	53.1	:	63.0	71.9	34.3	140.1	64.2	72.7

(1) Value added and apparent labour productivity, 2000, except for ES; EU-15, 2000; BE, IT, number of persons employed, 2000;

NL: excluding NACE Groups 32.2 and 32.3.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.1b: ICT manufacturing, 2001 (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of enterprises (units)	:	190	575	564	:	4 148	128	571	113	184	46	6 336	738	310	:	:
Turnover (EUR million)	:	2 815	3 685	258	:	2 564	97	7 623	37	307	1 765	5 484	658	840	:	:
Value added at factor cost (EUR million)	:	807	1 417	42	:	590	39	:	:	:	305	1 207	:	149	:	:
Number of persons employed (units)	:	11 381	19 235	13 545	:	58 192	5 916	67 997	1 914	10 558	3 162	75 405	26 055	24 429	:	:
Apparent labour productivity (EUR thousand)	:	70.9	73.7	3.0	:	10.1	6.3	:	:	:	96.4	16.0	:	5.9	:	:

(1) NO, 2000; CH, 2000 for NACE Division 32 only; BG, 2000 for value added and apparent labour productivity; CZ, 2000, except for number of enterprises; EE, for NACE Division 32 and Group 33.2 only; EE, 2000 for value added and apparent labour productivity; LV, excluding NACE Group 31.3; LT, excluding NACE Group 33.3; MT, 2000, excluding NACE Groups 31.3 and 33.3; PL, 2000 for value added, apparent labour productivity uses reference year 2000 for value added and 2001 for persons employed; SK, 2000 for value added and apparent labour productivity.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Table 2.2.2a: ICT services, 2000 (1)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of enterprises (units)	503 166	13 461	9 144	60 647	:	37 175	66 776	2 642	97 824	1 547	21 260	11 757	6 975	7 707	32 685	152 102
Turnover (EUR million)	1 108 313	44 115	25 355	172 380	:	80 113	133 343	11 548	110 433	3 309	43 771	28 916	14 567	19 193	49 660	258 470
Value added at factor cost (EUR million)	325 384	10 784	7 331	47 725	:	21 468	30 217	3 668	34 758	1 137	11 739	6 845	4 148	5 197	14 282	91 306
Number of persons employed (thousands)	4 494	137	104	579	:	361	547	31	531	9	218	109	73	79	208	1 098
Apparent labour productivity (EUR thousand)	72.4	78.4	70.5	82.4	:	59.5	55.2	118.7	65.5	124.3	53.9	62.7	57.0	65.8	68.7	83.2

(1) EU-15, BE, number of enterprises, 1999; DK, DE, 1999; DE, FR, IE, excluding NACE Group 64.2; NL, excluding NACE Class 51.64 and NACE Group 64.2.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.2b: ICT services, 2000 (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of enterprises (units)	:	11 168	9 168	4 941	:	19 286	893	1 037	1 065	720	622	24 457	5 550	1 298	2 040	:
Turnover (EUR million)	:	24 059	7 300	1 750	261	1 583	687	3 625	667	90	323	6 709	2 922	1 089	1 301	:
Value added at factor cost (EUR million)	:	5 664	4 353	529	50	501	101	1 634	133	27	189	1 607	1 302	185	260	:
Number of persons employed (units)	:	83 310	50 209	48 966	1 810	39 730	6 971	36 246	9 231	3 497	4 154	50 356	100 348	15 522	9 745	:
Apparent labour productivity (EUR thousand)	:	68.0	86.7	10.8	27.4	12.6	14.5	45.1	14.4	7.8	45.5	31.9	13.0	11.9	26.7	:

(1) CH, CZ, LT, NACE Division 72 only; CY, excluding NACE Group 64.2 and NACE Division 72; EE, LV, PL, SK, excluding NACE Group 64.2; HU, NACE Group 64.2 and NACE Division 72 only; PL, SI, number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); SI, 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Almost one-third of the EU's ICT manufacturing enterprises were found in Italy, while almost two-thirds of the total number of enterprises were accounted for if the United Kingdom and Germany were added (see table 2.2.1a).

In terms of the main structural business statistics' indicators, Germany was the largest ICT manufacturer in the EU, closely followed by the United Kingdom and France. Finland was the fourth largest contributor to EU turnover, and the fifth largest in terms of value added. There were noticeable differences in the level of apparent labour productivity across ICT manufacturing sectors of the Member States, with Ireland and Finland both reporting productivity levels that were more than double the EU average. The United Kingdom was the only one of the five largest EU economies to report apparent labour productivity above the EU average. Table 2.2.2a shows that the rapid growth of apparent labour productivity in Finland and Ireland could, in part, be explained by value added more than trebling

in size in Finland and growing 2.7-fold in Ireland between 1996 and 2000. However, Finland and Ireland also reported two of the three highest growth rates for ICT manufacturing employment between 1996 and 2001, with the number of persons employed growing overall by 94.2 % in Finland and 33.7 % in Ireland; employment rose by 37.4 % in Sweden. In contrast, the level of employment in ICT manufacturing fell between 1996 and 2001 in France, Italy, Portugal and the United Kingdom, while it also fell between 1997 and 2001 in Austria and between 1999 and 2001 in Germany.

Table 2.2.3a: Developments in ICT manufacturing (1996=100)

	BE	DK (1)	DE (2)	EL	ES	FR	IE	IT	LU (3)	NL (4)	AT (5)	PT	FI	SE	UK
Turnover															
1996	100.0	100.0	:	:	100.0	100.0	100.0	100.0	:	100.0	:	100.0	100.0	100.0	100.0
1997	100.2	102.3	:	:	102.8	104.2	128.1	102.2	:	121.1	100.0	110.1	129.6	118.9	133.3
1998	110.3	109.7	:	:	109.5	113.1	145.3	106.9	100.0	129.9	115.1	128.7	174.6	136.0	138.3
1999	122.0	139.9	100.0	:	120.5	122.0	218.5	92.4	110.7	140.8	111.7	132.8	238.9	161.0	149.2
2000	166.5	136.1	121.9	:	136.1	146.9	287.0	132.2	118.0	156.3	111.3	139.5	357.2	180.5	176.0
2001	157.3	147.3	134.6	:	138.8	131.1	271.2	139.6	116.5	156.7	103.9	171.5	682.5	155.4	155.2
Value added at factor cost															
1996	100.0	100.0	:	:	100.0	100.0	100.0	100.0	:	100.0	:	100.0	100.0	100.0	100.0
1997	106.9	99.2	:	:	93.5	100.8	134.5	96.4	:	102.0	100.0	114.7	141.1	196.3	127.8
1998	90.6	106.5	:	:	93.6	103.9	122.4	94.5	100.0	112.0	119.5	137.0	192.1	131.4	136.7
1999	117.9	137.5	100.0	:	100.4	111.8	215.9	85.1	116.7	117.3	124.2	130.3	241.4	146.7	143.9
2000	139.3	122.9	113.8	:	104.0	126.9	268.0	110.6	112.9	135.1	128.3	126.3	317.0	119.9	163.4
2001	:	:	:	:	118.6	:	:	:	:	:	:	:	:	:	:
Number of persons employed															
1996	100.0	100.0	:	:	100.0	100.0	100.0	100.0	:	100.0	:	100.0	100.0	100.0	100.0
1997	93.3	106.8	:	:	98.4	100.2	123.6	96.0	:	100.1	100.0	102.2	109.8	107.6	102.7
1998	92.6	103.1	:	:	97.7	102.1	128.1	92.8	100.0	100.4	99.6	108.1	121.6	115.3	97.5
1999	96.6	110.5	100.0	:	105.6	103.7	141.9	90.9	99.8	108.2	97.8	106.8	135.9	123.3	98.4
2000	102.9	115.3	103.5	:	109.1	107.6	148.5	92.9	101.4	114.0	99.4	83.5	141.2	110.7	99.6
2001	103.3	113.5	97.9	:	117.0	95.7	133.7	94.9	108.2	119.0	97.5	82.1	194.2	137.4	92.2
Apparent labour productivity															
1996	100.0	100.0	:	:	100.0	100.0	100.0	100.0	:	100.0	:	100.0	100.0	100.0	100.0
1997	114.6	92.9	:	:	95.0	100.6	108.8	100.4	:	101.9	100.0	112.3	128.6	182.4	124.4
1998	97.8	103.3	:	:	95.8	101.8	95.5	101.9	100.0	111.6	120.0	126.7	158.0	114.0	140.3
1999	122.0	124.4	100.0	:	95.1	107.7	152.2	93.7	116.9	108.4	127.0	122.0	177.7	119.0	146.2
2000	135.4	106.6	110.0	:	95.3	118.0	180.4	119.0	111.2	118.5	129.0	151.2	224.5	108.3	164.0
2001	:	:	:	:	101.4	:	:	:	:	:	:	:	:	:	:

(1) Excluding NACE Groups 31.3 and 33.3.

(2) 1999=100.

(3) 1998=100; NACE Groups 31.3 and 33.2 only.

(4) Excluding NACE Groups 32.2 and 33.3.

(5) 1997=100.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.3b: Developments in ICT manufacturing (1996=100)

	IS	NO	CH (1)	BG	CY (2)	CZ (3)	EE (4)	HU (5)	LV (3)	LT (4)	MT	PL	RO	SK (5)	SI (6)	TR
Turnover																
1996	:	100.0	:	100.0	100.0	:	100.0	:	:	100.0	:	100.0	:	:	100.0	:
1997	:	105.6	100.0	101.8	132.7	100.0	103.8	:	100.0	112.8	:	122.3	:	:	110.5	:
1998	:	107.5	114.5	112.2	105.5	114.6	164.2	100.0	109.3	117.8	:	142.1	:	100.0	119.0	:
1999	:	138.2	112.5	122.5	:	122.8	153.8	144.5	:	129.9	:	:	:	58.3	125.8	:
2000	:	148.5	118.3	170.6	190.9	193.7	188.5	156.1	:	209.5	:	179.5	:	86.9	:	:
2001	:	:	:	220.6	:	:	:	180.2	:	:	:	199.6	:	96.2	:	:
Value added at factor cost																
1996	:	100.0	:	:	100.0	:	100.0	:	:	100.0	:	100.0	:	:	100.0	:
1997	:	106.4	100.0	:	120.0	:	138.5	:	100.0	107.6	:	111.0	:	:	107.0	:
1998	:	96.7	109.6	:	113.3	:	154.8	100.0	130.1	121.1	:	129.5	:	100.0	112.9	:
1999	:	120.9	115.7	:	:	:	195.2	114.8	:	118.3	:	:	:	79.3	118.3	:
2000	:	127.1	122.5	:	220.0	:	376.0	:	:	216.8	:	129.3	:	113.7	:	:
2001	:	:	:	:	:	:	:	:	:	:	:	:	:	:	:	:
Number of persons employed																
1996	:	100.0	:	100.0	100.0	:	:	:	:	100.0	:	100.0	:	:	100.0	:
1997	:	102.9	100.0	86.0	96.5	100.0	:	:	:	81.4	:	99.8	:	:	98.2	:
1998	:	103.4	109.1	79.6	96.5	98.9	:	100.0	:	68.0	:	99.2	:	:	99.2	:
1999	:	107.6	109.8	64.3	:	97.9	:	121.8	:	64.7	:	:	:	:	98.0	:
2000	:	112.5	110.9	55.4	101.2	109.4	:	145.8	:	61.8	:	:	:	:	:	:
2001	:	:	:	53.9	:	:	:	153.0	:	:	:	86.7	:	:	:	:
Apparent labour productivity																
1996	:	100.0	:	:	100.0	:	:	:	:	100.0	:	100.0	:	:	100.0	:
1997	:	103.4	100.0	:	124.4	:	:	:	:	132.2	:	111.3	:	:	109.0	:
1998	:	93.5	100.5	:	117.5	:	:	100.0	:	178.1	:	130.5	:	:	113.8	:
1999	:	112.4	105.3	:	:	:	:	94.2	:	183.1	:	:	:	:	120.7	:
2000	:	113.1	110.5	:	217.4	:	:	:	:	351.0	:	:	:	:	:	:
2001	:	:	:	:	:	:	:	:	:	:	:	:	:	:	:	:

(1) NACE Division 32 only; 1997=100.

(2) NACE Group 31.3 and NACE Division 32 only.

(3) 1997=100.

(4) NACE Divisions 30 and 32 only.

(5) 1998=100.

(6) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2. THE ICT SECTOR

Table 2.2.4a: Developments in ICT services (1996=100)

	BE	DK (1)	DE	EL	ES (2)	FR (3)	IE (3)	IT	LU (4)	NL (5)	AT (4)	PT	FI	SE (3)(4)	UK (2)
Turnover															
1996	100.0	100.0	100.0	:	:	100.0	100.0	100.0	:	100.0	:	100.0	100.0	:	:
1997	106.1	118.9	118.9	:	:	106.5	136.7	106.2	100.0	109.5	100.0	111.2	113.9	100.0	:
1998	123.2	535.4	89.9	:	100.0	123.4	194.8	131.9	125.6	117.8	101.2	134.7	124.9	116.5	100.0
1999	136.6	692.0	104.1	:	117.5	138.1	208.6	135.4	124.3	148.3	108.6	137.1	136.6	127.5	110.8
2000	167.9	278.3	:	:	140.5	152.8	388.2	164.2	134.8	:	133.6	154.5	158.5	146.3	128.6
Value added at factor cost															
1996	100.0	100.0	:	:	:	100.0	100.0	100.0	:	100.0	:	100.0	100.0	:	:
1997	96.0	124.4	:	:	:	104.3	148.3	103.6	100.0	101.8	100.0	105.8	111.3	100.0	:
1998	110.4	292.1	:	:	100.0	118.7	211.8	118.2	113.0	112.0	90.9	123.0	128.2	118.0	100.0
1999	122.5	429.5	:	:	86.0	136.6	252.9	118.1	135.8	149.1	97.2	138.0	143.1	135.0	109.1
2000	135.8	265.9	:	:	110.9	145.3	486.1	136.0	143.0	:	97.0	138.8	148.0	146.7	120.9
Number of persons employed															
1996	100.0	100.0	:	:	:	100.0	100.0	100.0	:	100.0	:	100.0	100.0	:	:
1997	102.8	86.3	:	:	:	103.2	118.4	93.1	100.0	102.0	100.0	101.8	106.5	100.0	:
1998	109.3	380.9	:	:	100.0	111.2	171.7	103.2	113.6	110.8	76.3	107.8	118.0	113.7	100.0
1999	121.4	588.2	:	:	104.9	120.6	170.1	112.1	120.8	:	76.2	107.6	126.5	123.1	109.9
2000	131.7	374.0	:	:	117.6	131.0	176.9	123.3	139.1	:	86.9	108.3	139.1	138.3	116.8
Apparent labour productivity															
1996	100.0	100.0	:	:	:	100.0	100.0	100.0	:	100.0	:	100.0	100.0	:	:
1997	93.4	144.2	:	:	:	101.1	125.3	111.2	100.0	99.9	100.0	103.9	104.6	100.0	:
1998	101.0	76.7	:	:	100.0	106.7	123.4	114.5	99.5	101.0	119.2	114.1	108.7	103.8	100.0
1999	100.9	73.0	:	:	82.0	113.3	148.7	105.3	112.5	:	127.6	128.2	113.1	109.7	99.2
2000	103.1	71.1	:	:	94.3	110.9	274.7	110.3	102.8	:	111.6	128.2	106.4	106.1	103.5

(1) NACE Group 64.2 only.

(2) 1998=100.

(3) Excluding NACE Group 64.2.

(4) 1997=100.

(5) Excluding NACE Group 64.2 and Division 72.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.4b: Developments in ICT services (1996=100)

	IS	NO (1)	CH (2)(3)	BG (1)	CY (4)	CZ (2)	EE (2)(5)	HU (6)	LV (3)(5)	LT (2)	MT (7)	PL (1)(5)	RO (3)	SK (5)	SI (5)	TR
Turnover																
1996	:	100.0	:	100.0	100.0	100.0	100.0	:	:	100.0	:	100.0	:	100.0	100.0	:
1997	:	116.9	100.0	100.6	95.6	88.4	150.9	:	100.0	195.4	:	123.8	100.0	128.0	115.5	:
1998	:	:	132.5	163.5	108.2	86.1	187.1	100.0	167.0	164.2	:	138.9	147.5	159.1	147.7	:
1999	:	142.8	153.2	194.1	:	92.7	194.3	118.5	194.1	205.0	100.0	169.0	172.8	154.1	192.2	:
2000	:	144.1	153.9	249.4	145.9	105.6	221.1	136.9	:	297.7	119.2	217.8	239.3	:	:	:
2001	:	:	:	:	:	:	277.9	192.2	:	439.4	:	:	:	:	:	:
Value added at factor cost																
1996	:	100.0	:	:	100.0	:	100.0	:	:	100.0	:	100.0	:	100.0	100.0	:
1997	:	126.8	100.0	:	85.9	:	135.8	:	100.0	143.0	:	146.5	100.0	120.9	118.1	:
1998	:	:	109.6	:	95.4	:	195.4	100.0	176.3	198.9	:	177.5	160.0	143.3	146.8	:
1999	:	166.0	126.9	:	:	:	192.7	118.5	199.9	262.4	100.0	270.9	196.3	142.6	178.3	:
2000	:	160.5	144.1	:	126.9	:	277.1	131.0	:	294.6	137.4	304.1	285.3	:	:	:
Number of persons employed																
1996	:	100.0	:	100.0	100.0	100.0	100.0	:	:	100.0	:	100.0	:	100.0	100.0	:
1997	:	105.9	100.0	103.8	105.6	103.4	94.0	:	100.0	106.8	:	120.1	100.0	103.6	112.8	:
1998	:	:	116.2	104.5	110.6	98.8	96.0	100.0	108.4	117.1	:	135.1	105.5	111.9	126.2	:
1999	:	141.7	135.9	117.4	:	96.0	93.6	101.9	125.5	137.4	100.0	157.6	111.3	106.6	144.7	:
2000	:	148.3	155.0	126.1	118.3	108.1	111.0	108.7	135.8	154.1	115.2	183.0	107.9	:	:	:
Apparent labour productivity																
1996	:	100.0	:	:	100.0	:	100.0	:	:	100.0	:	100.0	:	100.0	100.0	:
1997	:	119.7	100.0	:	81.4	:	144.4	:	100.0	133.9	:	122.0	100.0	116.7	104.7	:
1998	:	:	94.3	:	86.3	:	203.5	100.0	162.5	169.9	:	131.4	151.7	128.1	116.3	:
1999	:	117.1	93.4	:	:	:	205.8	116.3	159.4	191.0	100.0	171.9	176.3	133.8	123.2	:
2000	:	108.3	93.0	:	107.2	:	249.7	120.5	:	191.2	119.2	166.2	264.4	:	:	:

(1) Excluding NACE Group 64.2.

(2) NACE Division 72 only.

(3) 1997=100.

(4) Excluding NACE Group 64.2 and Division 72.

(5) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(6) NACE Group 64.2 and Division 72 only; 1998=100.

(7) NACE Group 64.2 and Division 72 only; 1999=100.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2.3 STRUCTURE OF ICT MANUFACTURING AND SERVICES

Table 2.3.1a: ICT manufacturing, 2000 (1)

	EU-15	BE	DK	DE	EL	ES (2)	FR	IE	IT	LU	NL (3)	AT	PT	FI	SE	UK
Turnover (EUR million)																
Division 30	93 999	170	281	18 270	:	4 120	15 557	20 114	4 814	:	3 227	418	86	437	627	25 995
Class 30.01	7 208	26	20	1 508	:	94	963	:	433	0	:	38	0	10	276	2 778
Class 30.02	86 790	144	262	16 762	:	4 026	14 594	:	4 381	:	:	380	86	428	351	23 218
Group 31.3	21 455	428	270	5 072	:	1 471	3 724	499	3 433	0	817	445	390	447	1 106	3 000
Division 32	250 337	5 598	1 996	47 732	:	6 865	45 100	6 008	22 613	:	:	7 306	2 784	23 062	21 543	42 587
Group 32.1	64 902	1 283	300	17 518	:	1 479	19 178	4 113	5 731	0	770	1 955	959	521	1 177	10 129
Group 32.2	135 080	2 173	879	18 090	:	2 505	22 315	1 681	15 307	:	112	4 131	893	22 369	19 047	24 645
Group 32.3	50 355	2 142	816	12 124	:	2 880	3 607	214	1 576	:	:	1 220	932	172	1 319	7 813
Group 33.2	51 448	394	814	17 371	:	1 428	10 463	481	4 210	138	1 602	477	63	544	1 508	11 713
Group 33.3	11 331	236	44	1 841	:	506	3 107	72	2 734	:	249	78	81	315	503	1 627
ICT manufacturing	428 570	6 825	3 405	90 287	:	14 390	77 949	27 174	37 805	:	6 776	8 723	3 403	24 805	25 286	84 923
Value added at factor cost (EUR million)																
Division 30	15 867	53	109	4 207	:	703	3 072	2 582	720	:	626	56	12	-1	183	3 690
Class 30.01	2 043	3	10	556	:	30	251	:	125	0	:	11	0	3	91	582
Class 30.02	13 823	50	99	3 650	:	673	2 821	:	595	:	:	45	12	-4	92	3 108
Group 31.3	5 607	102	58	1 266	:	357	1 022	114	617	0	255	166	79	105	326	1 088
Division 32	61 774	1 775	586	11 428	:	1 595	10 289	2 881	5 832	:	:	2 345	601	6 191	3 027	12 213
Group 32.1	20 768	436	132	5 474	:	569	4 344	2 284	2 317	0	236	778	244	224	354	3 448
Group 32.2	31 439	834	204	3 409	:	717	5 481	536	3 217	:	31	1 267	203	5 906	2 379	7 099
Group 32.3	9 567	505	250	2 545	:	309	464	60	299	:	:	301	154	61	295	1 666
Group 33.2	20 334	123	360	7 316	:	659	3 423	189	1 511	56	576	219	28	228	585	5 058
Group 33.3	4 079	101	20	760	:	170	1 156	26	859	:	93	32	24	128	146	614
ICT manufacturing	107 661	2 155	1 133	24 976	:	3 484	18 962	5 792	9 539	:	1 817	2 818	744	6 651	4 266	22 663
Number of persons employed (units)																
Division 30	206 000	963	1 815	47 400	:	9 363	40 102	20 491	16 445	:	8 480	870	367	893	3 797	56 159
Class 30.01	36 500	103	189	10 035	:	898	4 145	:	2 384	0	:	294	3	86	1 599	11 798
Class 30.02	169 500	860	1 626	37 364	:	8 465	35 957	:	14 061	:	:	576	364	807	2 198	44 361
Group 31.3	107 000	1 836	1 713	24 872	:	8 325	17 169	3 289	13 789	0	3 549	3 053	2 705	2 145	4 454	18 861
Division 32	834 800	19 057	14 425	170 571	:	33 493	160 161	15 013	101 989	:	42 518	30 414	16 578	38 618	46 459	145 259
Group 32.1	275 700	5 248	3 099	66 268	:	13 380	70 908	9 410	32 529	0	4 852	10 729	6 482	4 563	6 069	44 090
Group 32.2	389 600	8 003	4 747	60 569	:	12 122	77 940	4 621	61 948	:	:	15 069	4 562	33 006	35 071	68 073
Group 32.3	169 400	5 806	6 579	43 733	:	7 991	11 313	982	7 512	:	:	4 616	5 534	1 049	5 319	33 096
Group 33.2	341 000	2 345	6 046	117 317	:	11 446	57 615	1 999	31 829	1 265	9 744	4 258	1 221	3 889	9 371	81 204
Group 33.3	73 700	1 212	520	12 110	:	3 550	23 389	474	15 604	:	1 732	578	847	1 920	2 349	10 062
ICT manufacturing	1 562 500	25 413	24 519	372 270	:	66 177	298 436	41 266	179 656	:	:	39 173	21 718	47 465	66 430	311 545
Apparent labour productivity (EUR thousand)																
Division 30	77.0	55.3	59.9	88.7	:	75.1	76.6	126.0	43.8	:	73.8	64.7	33.5	-1.1	48.2	65.7
Class 30.01	56.0	27.2	50.3	55.4	:	33.5	60.7	:	52.3	:	:	37.4	0.0	33.7	57.0	49.3
Class 30.02	81.6	58.6	61.0	97.7	:	79.5	78.4	:	42.3	:	:	78.6	33.8	-5.0	41.7	70.1
Group 31.3	52.4	55.8	33.7	50.9	:	42.8	59.5	34.5	44.7	:	71.8	54.4	29.4	49.0	73.1	57.7
Division 32	74.0	93.1	40.6	67.0	:	47.6	64.2	191.9	57.2	:	:	77.1	36.2	160.3	65.2	84.1
Group 32.1	75.3	83.0	42.7	82.6	:	42.6	61.3	242.8	71.2	:	48.7	72.5	37.7	49.0	58.3	78.2
Group 32.2	80.7	104.2	42.9	56.3	:	59.1	70.3	116.0	51.9	:	:	84.1	44.5	178.9	67.8	104.3
Group 32.3	56.5	87.0	38.0	58.2	:	38.7	41.0	61.2	39.8	:	:	65.2	27.8	58.2	55.5	50.3
Group 33.2	59.6	52.2	59.6	62.4	:	57.6	59.4	94.7	47.5	44.4	59.2	51.4	23.0	58.6	62.4	62.3
Group 33.3	55.3	83.7	38.3	62.7	:	47.9	49.4	55.1	55.1	:	53.9	54.7	28.0	66.4	62.1	61.0
ICT manufacturing	68.9	84.8	46.2	67.1	:	52.7	63.5	140.3	53.1	:	:	71.9	34.3	140.1	64.2	72.7

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 2001.

(3) Excluding NACE Group 32.3 from the ICT manufacturing total.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.3.1a shows a set of main indicators broken down by country and by industrial activity. While it is normal to find that the highest levels of turnover, value added and employment are in the largest Member States, it is perhaps more pertinent to study the relative specialisation in ICT manufacturing that exists within the Member States.

Both of the countries where ICT manufacturing grew at a rapid pace during the late 1990s, Finland and Ireland, displayed particularly high relative specialisation ratios in terms of value added. Finland specialised in the manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy (NACE Group 32.2), while Ireland was specialised in the manufacture of office machinery and

computers (NACE Division 30) and the manufacture of electronic valves and tubes and other electronic components (NACE Group 32.1). The remaining parts of the ICT manufacturing sector were far less developed in Finland and Ireland, indeed, often almost non-existent.

2. THE ICT SECTOR

Table 2.3.1b: ICT manufacturing, 2000 (1)

	IS	NO	CH	BG	CY	CZ	EE	HU (2)	LV (3)	LT	MT	PL (4)	RO (3)	SK	SI (5)	TR
Turnover (EUR million)																
Division 30	:	187	:	55	:	216	:	2 660	15	9	4	523	100	35	167	:
Class 30.01	:	9	:	:	:	:	0	:	0	:	0	25	:	10	3	:
Class 30.02	:	178	:	:	:	:	:	:	15	:	4	498	:	25	164	:
Group 31.3	:	347	:	70	10	356	:	244	:	:	:	1 045	:	239	6	:
Division 32	:	1 421	3 685	56	1	1 424	76	3 480	14	218	1 737	2 544	271	289	359	:
Group 32.1	:	319	:	24	:	416	31	903	4	:	1 714	161	54	150	140	:
Group 32.2	:	879	:	26	1	:	:	382	8	:	:	930	195	112	163	:
Group 32.3	:	223	:	6	:	:	:	2 196	3	:	:	1 453	22	27	56	:
Group 33.2	:	609	:	14	:	473	7	163	10	:	24	512	75	126	197	:
Group 33.3	:	251	:	4	:	96	:	54	2	:	:	307	45	71	44	:
ICT manufacturing	:	2 815	:	200	:	2 564	:	6 600	41	:	:	4 931	490	760	773	:
Value added at factor cost (EUR million)																
Division 30	:	26	:	10	:	31	:	332	2	1	0	102	10	9	20	:
Class 30.01	:	1	:	:	:	:	0	6	0	:	0	6	:	3	1	:
Class 30.02	:	24	:	:	:	:	:	326	2	:	0	95	:	6	19	:
Group 31.3	:	82	:	10	3	90	:	59	:	:	:	253	:	41	2	:
Division 32	:	419	1 417	17	0	313	36	360	0	70	297	418	114	54	95	:
Group 32.1	:	98	:	6	:	166	14	178	2	:	289	65	34	17	47	:
Group 32.2	:	278	:	9	0	86	:	93	-2	:	:	230	77	32	40	:
Group 32.3	:	44	:	3	:	61	:	89	0	:	:	123	3	5	8	:
Group 33.2	:	192	:	5	:	125	3	75	3	:	7	305	26	27	67	:
Group 33.3	:	88	:	1	:	31	:	16	1	:	:	130	18	17	12	:
ICT manufacturing	:	807	:	42	:	590	:	842	5	:	:	1 207	167	149	195	:
Number of persons employed (units)																
Division 30	:	580	:	3 451	:	3 722	:	11 225	159	401	41	4 237	2 947	1 519	1 038	:
Class 30.01	:	32	:	:	:	:	0	:	0	:	0	322	:	642	52	:
Class 30.02	:	548	:	:	:	:	:	:	159	:	41	3 915	:	877	986	:
Group 31.3	:	1 353	:	1 570	79	7 975	:	7 335	:	:	:	12 696	:	8 581	141	:
Division 32	:	5 212	19 235	5 999	7	30 755	5 649	39 677	1 393	7 863	2 958	31 147	13 819	11 146	6 207	:
Group 32.1	:	1 897	:	2 299	:	19 020	1 803	21 106	301	:	2 920	6 350	7 194	5 014	3 903	:
Group 32.2	:	2 684	:	2 764	7	6 724	:	4 232	602	:	:	11 384	5 476	5 144	1 746	:
Group 32.3	:	631	:	936	:	5 011	:	14 339	490	:	:	13 413	1 149	988	558	:
Group 33.2	:	3 197	:	2 407	:	12 720	558	5 349	604	:	163	12 633	4 607	2 798	4 529	:
Group 33.3	:	1 039	:	494	:	3 020	:	1 206	85	:	:	9 007	4 249	1 410	594	:
ICT manufacturing	:	11 381	:	13 921	:	58 192	:	64 792	2 241	:	:	69 720	25 622	25 454	12 509	:
Apparent labour productivity (EUR thousand)																
Division 30	:	44.0	:	2.8	:	8.3	:	29.1	9.4	2.5	9.8	24.0	3.3	6.1	18.8	:
Class 30.01	:	37.5	:	:	:	:	0.0	10.9	0.0	:	0.0	19.3	:	4.5	17.3	:
Class 30.02	:	44.3	:	:	:	:	:	29.9	9.4	:	9.8	24.3	:	7.2	19.0	:
Group 31.3	:	60.9	:	6.3	40.5	11.3	:	9.4	:	:	:	19.9	:	4.8	12.8	:
Division 32	:	80.5	73.7	2.8	14.3	10.2	6.4	12.1	0.1	8.9	100.5	13.4	8.2	4.9	15.3	:
Group 32.1	:	51.7	:	2.5	:	8.7	7.5	9.4	7.3	:	98.8	10.2	4.7	3.5	12.1	:
Group 32.2	:	103.5	:	3.1	14.3	12.8	:	33.0	-4.0	:	:	20.2	14.1	6.1	22.7	:
Group 32.3	:	68.9	:	2.7	:	12.1	:	11.0	0.6	:	:	9.2	2.2	5.4	14.3	:
Group 33.2	:	60.1	:	2.0	:	9.9	5.7	13.1	4.3	:	44.2	24.2	5.6	9.8	14.7	:
Group 33.3	:	84.6	:	2.0	:	10.2	:	16.5	7.1	:	:	14.4	4.2	12.3	20.2	:
ICT manufacturing	:	70.9	:	3.0	:	10.1	:	15.5	2.1	:	:	17.3	6.5	5.9	15.6	:

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) Value added and apparent labour productivity, 1999.

(3) Excluding NACE Group 31.3 from the ICT manufacturing total.

(4) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(5) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Table 2.3.2a: Share of activities in ICT manufacturing, 2000 (%) (1)

	EU-15	BE	DK	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Turnover																
Division 30	21.9	2.5	8.3	20.2	:	28.6	20.0	74.0	12.7	:	:	4.8	2.5	1.8	2.5	30.6
Class 30.01	1.7	0.4	0.6	1.7	:	0.7	1.2	:	1.1	:	:	0.4	0.0	0.0	1.1	3.3
Class 30.02	20.3	2.1	7.7	18.6	:	28.0	18.7	:	11.6	:	:	4.4	2.5	1.7	1.4	27.3
Group 31.3	5.0	6.3	7.9	5.6	:	10.2	4.8	1.8	9.1	:	:	5.1	11.4	1.8	4.4	3.5
Division 32	58.4	82.0	58.6	52.9	:	47.7	57.9	22.1	59.8	:	:	83.7	81.8	93.0	85.2	50.1
Group 32.1	15.1	18.8	8.8	19.4	:	10.3	24.6	15.1	15.2	:	:	22.4	28.2	2.1	4.7	11.9
Group 32.2	31.5	31.8	25.8	20.0	:	17.4	28.6	6.2	40.5	:	:	47.4	26.2	90.2	75.3	29.0
Group 32.3	11.7	31.4	24.0	13.4	:	20.0	4.6	0.8	4.2	:	:	14.0	27.4	0.7	5.2	9.2
Group 33.2	12.0	5.8	23.9	19.2	:	9.9	13.4	1.8	11.1	:	:	5.5	1.8	2.2	6.0	13.8
Group 33.3	2.6	3.5	1.3	2.0	:	3.5	4.0	0.3	7.2	:	:	0.9	2.4	1.3	2.0	1.9
ICT manufacturing	100.0	100.0	100.0	100.0	:	100.0	100.0	100.0	100.0	:	:	100.0	100.0	100.0	100.0	100.0
Value added at factor cost																
Division 30	14.7	2.5	9.6	16.8	:	20.2	16.2	44.6	7.5	:	:	2.0	1.7	0.0	4.3	16.3
Class 30.01	1.9	0.1	0.8	2.2	:	0.9	1.3	:	1.3	:	:	0.4	0.0	0.0	2.1	2.6
Class 30.02	12.8	2.3	8.8	14.6	:	19.3	14.9	:	6.2	:	:	1.6	1.7	-0.1	2.1	13.7
Group 31.3	5.2	4.8	5.1	5.1	:	10.2	5.4	2.0	6.5	:	:	5.9	10.7	1.6	7.6	4.8
Division 32	57.4	82.4	51.8	45.8	:	45.8	54.3	49.7	61.1	:	:	83.2	80.7	93.1	71.0	53.9
Group 32.1	19.3	20.2	11.7	21.9	:	16.3	22.9	39.4	24.3	:	:	27.6	32.8	3.4	8.3	15.2
Group 32.2	29.2	38.7	18.0	13.6	:	20.6	28.9	9.3	33.7	:	:	44.9	27.3	88.8	55.8	31.3
Group 32.3	8.9	23.4	22.1	10.2	:	8.9	2.4	1.0	3.1	:	:	10.7	20.7	0.9	6.9	7.4
Group 33.2	18.9	5.7	31.8	29.3	:	18.9	18.1	3.3	15.8	:	:	7.8	3.8	3.4	13.7	22.3
Group 33.3	3.8	4.7	1.8	3.0	:	4.9	6.1	0.5	9.0	:	:	1.1	3.2	1.9	3.4	2.7
ICT manufacturing	100.0	100.0	100.0	100.0	:	100.0	100.0	100.0	100.0	:	:	100.0	100.0	100.0	100.0	100.0
Number of persons employed																
Division 30	13.2	3.8	7.4	12.7	:	14.1	13.4	49.7	9.2	:	:	2.2	1.7	1.9	5.7	18.0
Class 30.01	2.3	0.4	0.8	2.7	:	1.4	1.4	:	1.3	:	:	0.8	0.0	0.2	2.4	3.8
Class 30.02	10.8	3.4	6.6	10.0	:	12.8	12.0	:	7.8	:	:	1.5	1.7	1.7	3.3	14.2
Group 31.3	6.8	7.2	7.0	6.7	:	12.6	5.8	8.0	7.7	:	:	7.8	12.5	4.5	6.7	6.1
Division 32	53.4	75.0	58.8	45.8	:	50.6	53.7	36.4	56.8	:	:	77.6	76.3	81.4	69.9	46.6
Group 32.1	17.6	20.7	12.6	17.8	:	20.2	23.8	22.8	18.1	:	:	27.4	29.8	9.6	9.1	14.2
Group 32.2	24.9	31.5	19.4	16.3	:	18.3	26.1	11.2	34.5	:	:	38.5	21.0	69.5	52.8	21.9
Group 32.3	10.8	22.8	26.8	11.7	:	12.1	3.8	2.4	4.2	:	:	11.8	25.5	2.2	8.0	10.6
Group 33.2	21.8	9.2	24.7	31.5	:	17.3	19.3	4.8	17.7	:	:	10.9	5.6	8.2	14.1	26.1
Group 33.3	4.7	4.8	2.1	3.3	:	5.4	7.8	1.1	8.7	:	:	1.5	3.9	4.0	3.5	3.2
ICT manufacturing	100.0	100.0	100.0	100.0	:	100.0	100.0	100.0	100.0	:	:	100.0	100.0	100.0	100.0	100.0
Apparent labour productivity (ICT manufacturing=100)																
Division 30	111.8	65.3	129.6	132.3	:	142.7	120.6	89.8	82.4	:	:	90.0	97.8	-0.8	75.0	90.3
Class 30.01	81.2	32.1	108.8	82.6	:	63.7	95.5	:	98.6	:	:	52.0	0.0	24.1	88.8	67.8
Class 30.02	118.4	69.1	132.0	145.6	:	151.1	123.5	:	79.7	:	:	109.3	98.6	-3.5	65.0	96.3
Group 31.3	76.1	65.8	72.9	75.8	:	81.4	93.7	24.6	84.3	:	:	75.6	85.6	35.0	113.8	79.3
Division 32	107.4	109.9	88.0	99.9	:	90.5	101.1	136.7	107.7	:	:	107.2	105.7	114.4	101.5	115.6
Group 32.1	109.3	97.9	92.3	123.1	:	80.8	96.4	173.0	134.1	:	:	100.8	109.9	35.0	90.7	107.5
Group 32.2	117.1	122.9	92.9	83.9	:	112.3	110.7	82.7	97.8	:	:	116.8	129.8	127.7	105.6	143.4
Group 32.3	82.0	102.6	82.3	86.8	:	73.5	64.6	43.6	75.0	:	:	90.6	81.0	41.6	86.4	69.2
Group 33.2	86.5	61.6	129.0	93.0	:	109.3	93.5	67.5	89.4	:	:	71.5	67.2	41.8	97.1	85.6
Group 33.3	80.3	98.7	82.8	93.5	:	91.1	77.8	39.2	103.7	:	:	76.0	81.6	47.4	96.7	83.8
ICT manufacturing	100.0	100.0	100.0	100.0	:	100.0	100.0	100.0	100.0	:	:	100.0	100.0	100.0	100.0	100.0

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 2000.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

2. THE ICT SECTOR

Table 2.3.2b: Share of activities in ICT manufacturing, 2000 (%) (1)

	IS	NO	CH	BG	CY	CZ	EE	HU (2)	LV	LT	MT	PL (3)	RO	SK	SI (4)	TR
Turnover																
Division 30	:	6.6	:	27.5	:	8.4	:	40.3	:	:	:	10.6	:	4.6	21.6	:
Class 30.01	:	0.3	:	:	:	:	:	:	:	:	:	0.5	:	1.3	0.4	:
Class 30.02	:	6.3	:	:	:	:	:	:	:	:	:	10.1	:	3.3	21.2	:
Group 31.3	:	12.3	:	35.0	:	13.9	:	3.7	:	:	:	21.2	:	31.4	0.7	:
Division 32	:	50.5	:	28.2	:	55.5	:	52.7	:	:	:	51.6	:	38.0	46.5	:
Group 32.1	:	11.3	:	12.2	:	16.2	:	13.7	:	:	:	3.3	:	19.7	18.1	:
Group 32.2	:	31.2	:	13.0	:	:	:	5.8	:	:	:	18.9	:	14.8	21.1	:
Group 32.3	:	7.9	:	3.0	:	:	:	33.3	:	:	:	29.5	:	3.5	7.3	:
Group 33.2	:	21.6	:	7.2	:	18.4	:	2.5	:	:	:	10.4	:	16.6	25.4	:
Group 33.3	:	8.9	:	2.2	:	3.7	:	0.8	:	:	:	6.2	:	9.4	5.7	:
ICT manufacturing	:	100.0	:	100.0	:	100.0	:	100.0	:	:	:	100.0	:	100.0	100.0	:
Value added at factor cost																
Division 30	:	3.2	:	22.7	:	5.3	:	39.4	:	:	:	8.4	:	6.2	10.0	:
Class 30.01	:	0.1	:	:	:	:	:	0.7	:	:	:	0.5	:	1.9	0.5	:
Class 30.02	:	3.0	:	:	:	:	:	38.7	:	:	:	7.9	:	4.2	9.6	:
Group 31.3	:	10.2	:	23.5	:	15.3	:	7.0	:	:	:	21.0	:	27.5	0.9	:
Division 32	:	51.9	:	40.3	:	53.0	:	42.8	:	:	:	34.6	:	36.3	48.6	:
Group 32.1	:	12.2	:	13.7	:	28.1	:	21.1	:	:	:	5.4	:	11.6	24.2	:
Group 32.2	:	34.4	:	20.6	:	14.7	:	11.1	:	:	:	19.0	:	21.1	20.4	:
Group 32.3	:	5.4	:	5.9	:	10.3	:	10.6	:	:	:	10.2	:	3.6	4.1	:
Group 33.2	:	23.8	:	11.1	:	21.3	:	8.9	:	:	:	25.3	:	18.4	34.3	:
Group 33.3	:	10.9	:	2.4	:	5.2	:	1.9	:	:	:	10.8	:	11.6	6.2	:
ICT manufacturing	:	100.0	:	100.0	:	100.0	:	100.0	:	:	:	100.0	:	100.0	100.0	:
Number of persons employed																
Division 30	:	5.1	:	24.8	:	6.4	:	17.3	:	:	:	6.1	:	6.0	8.3	:
Class 30.01	:	0.3	:	:	:	:	:	:	:	:	:	0.5	:	2.5	0.4	:
Class 30.02	:	4.8	:	:	:	:	:	:	:	:	:	5.6	:	3.4	7.9	:
Group 31.3	:	11.9	:	11.3	:	13.7	:	11.3	:	:	:	18.2	:	33.7	1.1	:
Division 32	:	45.8	:	43.1	:	52.9	:	61.2	:	:	:	44.7	:	43.8	49.6	:
Group 32.1	:	16.7	:	16.5	:	32.7	:	32.6	:	:	:	9.1	:	19.7	31.2	:
Group 32.2	:	23.6	:	19.9	:	11.6	:	6.5	:	:	:	16.3	:	20.2	14.0	:
Group 32.3	:	5.5	:	6.7	:	8.6	:	22.1	:	:	:	19.2	:	3.9	4.5	:
Group 33.2	:	28.1	:	17.3	:	21.9	:	8.3	:	:	:	18.1	:	11.0	36.2	:
Group 33.3	:	9.1	:	3.5	:	5.2	:	1.9	:	:	:	12.9	:	5.5	4.7	:
ICT manufacturing	:	100.0	:	100.0	:	100.0	:	100.0	:	:	:	100.0	:	100.0	100.0	:
Apparent labour productivity (ICT manufacturing = 100)																
Division 30	:	62.0	:	91.8	:	82.2	:	187.0	:	:	:	138.3	:	104.5	120.6	:
Class 30.01	:	52.9	:	:	:	:	:	69.9	:	:	:	111.2	:	77.1	111.1	:
Class 30.02	:	62.5	:	:	:	:	:	192.6	:	:	:	140.6	:	122.6	121.7	:
Group 31.3	:	85.8	:	208.0	:	111.4	:	60.4	:	:	:	115.1	:	81.6	81.9	:
Division 32	:	113.4	:	93.5	:	100.3	:	77.7	:	:	:	77.4	:	82.9	98.0	:
Group 32.1	:	72.9	:	83.2	:	85.9	:	60.7	:	:	:	58.7	:	58.9	77.5	:
Group 32.2	:	145.9	:	103.8	:	126.8	:	212.2	:	:	:	116.7	:	104.5	145.9	:
Group 32.3	:	97.2	:	88.1	:	119.4	:	70.6	:	:	:	52.9	:	91.6	92.0	:
Group 33.2	:	84.7	:	64.4	:	97.3	:	84.5	:	:	:	139.6	:	167.2	94.7	:
Group 33.3	:	119.3	:	66.8	:	100.3	:	106.5	:	:	:	83.3	:	209.5	129.7	:
ICT manufacturing	:	100.0	:	100.0	:	100.0	:	100.0	:	:	:	100.0	:	100.0	100.0	:

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) Value added and apparent labour productivity, 1999.

(3) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(4) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Table 2.3.3a: ICT services, 2000 (1)

	EU-15	BE	DK (2)	DE (2)	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Turnover (EUR million)																
Class 51.43	149 799	7 951	3 261	35 125	:	12 885	10 440	1 042	19 921	191	8 785	3 581	2 570	934	6 160	27 197
Class 51.64	226 560	8 820	7 887	40 893	:	10 967	29 832	4 799	16 848	627	:	6 847	2 443	4 186	9 582	46 198
Class 51.65	233 440	11 596	5 820	22 004	:	22 165	57 577	1 034	10 312	1 120	21 642	7 298	2 805	5 597	12 398	50 542
Group 64.2	264 794	9 115	3 816	40 065	:	23 163	:	:	35 474	875	:	6 696	5 472	5 056	8 582	67 906
Division 72	233 720	6 633	4 571	34 293	:	10 934	35 493	4 672	27 879	498	13 345	4 493	1 277	3 420	12 938	66 629
ICT services	1 108 313	44 115	25 355	172 380	:	80 113	:	:	110 433	3 309	:	28 916	14 567	19 193	49 660	258 470
Value added at factor cost (EUR million)																
Class 51.43	17 311	533	321	5 060	:	1 301	863	172	2 162	26	712	503	328	86	798	3 697
Class 51.64	32 725	1 411	1 283	10 525	:	1 206	4 121	830	2 553	110	:	1 095	302	615	1 580	9 318
Class 51.65	41 777	2 041	1 276	4 910	:	4 002	8 879	222	1 684	176	4 088	1 347	490	1 141	2 005	10 321
Group 64.2	117 442	4 146	2 330	29 099	:	10 082	:	:	16 729	613	:	2 000	2 531	1 870	4 516	29 220
Division 72	116 129	2 653	2 122	27 229	:	4 877	16 353	2 443	11 631	214	6 939	1 900	497	1 486	5 382	38 750
ICT services	325 384	10 784	7 331	76 823	:	21 468	:	:	34 758	1 137	:	6 845	4 148	5 197	14 282	91 306
Number of persons employed (units)																
Class 51.43	283 100	8 078	4 509	77 852	:	29 595	14 624	2 491	47 629	438	12 682	8 640	10 335	1 379	12 427	53 362
Class 51.64	476 700	19 962	22 254	77 352	:	30 734	74 322	6 198	45 491	1 746	:	15 235	9 703	8 692	23 983	101 596
Class 51.65	714 100	31 373	22 008	74 961	:	85 821	160 448	3 426	32 263	1 810	76 570	24 046	17 285	18 046	32 907	135 926
Group 64.2	1 011 600	32 697	20 538	:	:	80 793	:	:	111 705	1 009	62 034	25 771	20 190	19 099	33 405	234 301
Division 72	2 008 000	45 389	34 724	349 000	:	133 576	297 684	18 779	293 491	4 145	128 361	35 426	15 190	31 712	105 170	572 685
ICT services	4 493 500	137 499	104 033	:	:	360 519	:	:	530 579	9 148	:	109 118	72 703	78 928	207 892	1 097 870
Apparent labour productivity (EUR thousand)																
Class 51.43	61.1	65.9	71.1	65.0	:	44.0	59.0	69.0	45.4	58.4	56.1	58.2	31.7	62.1	64.2	69.3
Class 51.64	68.6	70.7	57.6	136.1	:	39.2	55.4	133.9	56.1	62.7	:	71.9	31.2	70.7	65.9	91.7
Class 51.65	58.5	65.1	58.0	65.5	:	46.6	55.3	64.9	52.2	97.0	53.4	56.0	28.3	63.2	60.9	75.9
Group 64.2	116.1	126.8	113.4	:	:	124.8	:	:	149.8	607.5	:	77.6	125.4	97.9	135.2	124.7
Division 72	57.8	58.4	61.1	78.0	:	36.5	54.9	130.1	39.6	51.5	54.1	53.6	32.7	46.8	51.2	67.7
ICT services	72.4	78.4	70.5	:	:	59.5	:	:	65.5	124.3	:	62.7	57.0	65.8	68.7	83.2

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.3.3b: ICT services, 2000 (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV (2)	LT	MT	PL (3)	RO	SK (2)	SI (4)	TR
Turnover (EUR million)																
Class 51.43	:	1 862	:	198	118	:	145	:	177	:	52	1 866	317	222	149	:
Class 51.64	:	5 272	:	259	110	:	157	:	189	:	44	1 280	280	256	120	:
Class 51.65	:	5 320	:	249	33	:	299	:	210	:	31	949	139	274	53	:
Group 64.2	:	6 679	:	940	:	:	:	2 625	367	:	146	:	1 905	701	636	:
Division 72	:	4 926	7 300	105	:	1 583	86	1 000	92	90	51	2 614	282	338	343	:
ICT services	:	24 059	:	1 750	:	:	:	:	1 034	:	323	:	2 922	1 790	1 301	:
Value added at factor cost (EUR million)																
Class 51.43	:	172	:	8	23	:	18	:	24	:	11	198	43	14	15	:
Class 51.64	:	427	:	14	18	:	13	:	30	:	13	141	31	28	15	:
Class 51.65	:	993	:	21	9	:	40	:	36	:	7	216	13	33	8	:
Group 64.2	:	1 801	:	457	:	:	:	1 317	241	:	129	:	1 109	345	125	:
Division 72	:	2 271	4 353	28	:	501	30	318	43	27	28	1 052	106	110	98	:
ICT services	:	5 664	:	529	:	:	:	:	374	:	189	:	1 302	530	260	:
Number of persons employed (units)																
Class 51.43	:	2 689	:	2 417	931	:	1 322	:	1 827	:	553	8 942	7 167	1 529	577	:
Class 51.64	:	14 881	:	3 645	514	:	867	:	1 369	:	356	4 946	3 951	2 499	653	:
Class 51.65	:	16 525	:	4 040	365	:	2 408	:	1 985	:	346	5 876	2 410	2 533	354	:
Group 64.2	:	12 912	:	29 645	:	:	:	20 926	7 185	:	1 705	:	67 923	16 484	3 980	:
Division 72	:	36 303	50 209	9 219	:	39 730	2 374	15 320	4 050	3 497	1 194	30 592	18 897	8 961	4 181	:
ICT services	:	83 310	:	48 966	:	:	:	:	16 416	:	4 154	:	100 348	32 006	9 745	:
Apparent labour productivity (EUR thousand)																
Class 51.43	:	63.9	:	3.4	24.9	:	13.5	:	13.0	:	20.4	22.2	5.9	9.1	26.0	:
Class 51.64	:	28.7	:	3.8	34.6	:	15.3	:	21.8	:	36.5	28.5	7.9	11.1	22.4	:
Class 51.65	:	60.1	:	5.3	23.6	:	16.6	:	18.2	:	21.1	36.7	5.6	12.9	22.0	:
Group 64.2	:	139.5	:	15.4	:	:	:	62.9	33.6	:	75.8	:	16.3	20.9	31.4	:
Division 72	:	62.5	86.7	3.0	:	12.6	12.7	20.7	10.6	7.8	23.5	34.4	5.6	12.3	23.3	:
ICT services	:	68.0	:	10.8	:	:	:	:	22.8	:	45.5	:	13.0	16.6	26.7	:

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1998 for NACE Group 64.2, which also forms part of the ICT services total.

(3) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(4) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2. THE ICT SECTOR

Table 2.3.4a: Share of activities in ICT services, 2000 (%) (1)

	EU-15	BE	DK (2)	DE (2)	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Turnover																
Class 51.43	13.5	18.0	12.9	20.4	:	16.1	:	:	18.0	5.8	:	12.4	17.6	4.9	12.4	10.5
Class 51.64	20.4	20.0	31.1	23.7	:	13.7	:	:	15.3	18.9	:	23.7	16.8	21.8	19.3	17.9
Class 51.65	21.1	26.3	23.0	12.8	:	27.7	:	:	9.3	33.8	:	25.2	19.3	29.2	25.0	19.6
Group 64.2	23.9	20.7	15.0	23.2	:	28.9	:	:	32.1	26.4	:	23.2	37.6	26.3	17.3	26.3
Division 72	21.1	15.0	18.0	19.9	:	13.6	:	:	25.2	15.0	:	15.5	8.8	17.8	26.1	25.8
ICT services	100.0	100.0	100.0	100.0	:	100.0	:	:	100.0	100.0	:	100.0	100.0	100.0	100.0	100.0
Value added at factor cost																
Class 51.43	5.3	4.9	4.4	6.6	:	6.1	:	:	6.2	2.3	:	7.4	7.9	1.6	5.6	4.0
Class 51.64	10.1	13.1	17.5	13.7	:	5.6	:	:	7.3	9.6	:	16.0	7.3	11.8	11.1	10.2
Class 51.65	12.8	18.9	17.4	6.4	:	18.6	:	:	4.8	15.4	:	19.7	11.8	22.0	14.0	11.3
Group 64.2	36.1	38.4	31.8	37.9	:	47.0	:	:	48.1	53.9	:	29.2	61.0	36.0	31.6	32.0
Division 72	35.7	24.6	28.9	35.4	:	22.7	:	:	33.5	18.8	:	27.8	12.0	28.6	37.7	42.4
ICT services	100.0	100.0	100.0	100.0	:	100.0	:	:	100.0	100.0	:	100.0	100.0	100.0	100.0	100.0
Number of persons employed																
Class 51.43	6.3	5.9	4.3	:	:	8.2	:	:	9.0	4.8	:	7.9	14.2	1.7	6.0	4.9
Class 51.64	10.6	14.5	21.4	:	:	8.5	:	:	8.6	19.1	:	14.0	13.3	11.0	11.5	9.3
Class 51.65	15.9	22.8	21.2	:	:	23.8	:	:	6.1	19.8	:	22.0	23.8	22.9	15.8	12.4
Group 64.2	22.5	23.8	19.7	:	:	22.4	:	:	21.1	11.0	:	23.6	27.8	24.2	16.1	21.3
Division 72	44.7	33.0	33.4	:	:	37.1	:	:	55.3	45.3	:	32.5	20.9	40.2	50.6	52.2
ICT services	100.0	100.0	100.0	:	:	100.0	:	:	100.0	100.0	:	100.0	100.0	100.0	100.0	100.0
Apparent labour productivity (ICT services=100)																
Class 51.43	84.4	84.1	100.9	:	:	73.8	:	:	69.3	47.0	:	92.8	55.5	94.3	93.5	83.3
Class 51.64	94.8	90.2	81.8	:	:	65.9	:	:	85.7	50.4	:	114.5	54.6	107.4	95.9	110.3
Class 51.65	80.8	82.9	82.3	:	:	78.3	:	:	79.7	78.0	:	89.3	49.7	96.0	88.7	91.3
Group 64.2	160.3	161.7	161.0	:	:	209.6	:	:	228.6	488.7	:	123.7	219.8	148.7	196.8	150.0
Division 72	79.9	74.5	86.7	:	:	61.3	:	:	60.5	41.4	:	85.5	57.3	71.1	74.5	81.4
ICT services	100.0	100.0	100.0	:	:	100.0	:	:	100.0	100.0	:	100.0	100.0	100.0	100.0	100.0

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.3.4b: Share of activities in ICT services, 2000 (%) (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV (2)	LT	MT	PL	RO	SK (2)	SI (3)	TR
Turnover																
Class 51.43	:	7.7	:	11.3	:	:	:	:	17.1	:	16.0	:	10.8	12.4	11.4	:
Class 51.64	:	21.9	:	14.8	:	:	:	:	18.2	:	13.7	:	9.6	14.3	9.2	:
Class 51.65	:	22.1	:	14.2	:	:	:	:	20.3	:	9.5	:	4.7	15.3	4.1	:
Group 64.2	:	27.8	:	53.7	:	:	:	:	35.5	:	45.1	:	65.2	39.2	48.9	:
Division 72	:	20.5	:	6.0	:	:	:	:	8.9	:	15.7	:	9.7	18.9	26.4	:
ICT services	:	100.0	:	100.0	:	:	:	:	100.0	:	100.0	:	100.0	100.0	100.0	:
Value added at factor cost																
Class 51.43	:	3.0	:	1.6	:	:	:	:	6.3	:	6.0	:	3.3	2.6	5.8	:
Class 51.64	:	7.5	:	2.6	:	:	:	:	8.0	:	6.9	:	2.4	5.2	5.6	:
Class 51.65	:	17.5	:	4.0	:	:	:	:	9.7	:	3.9	:	1.0	6.2	3.0	:
Group 64.2	:	31.8	:	86.5	:	:	:	:	64.5	:	68.4	:	85.2	65.1	48.1	:
Division 72	:	40.1	:	5.3	:	:	:	:	11.5	:	14.9	:	8.1	20.8	37.5	:
ICT services	:	100.0	:	100.0	:	:	:	:	100.0	:	100.0	:	100.0	100.0	100.0	:
Number of persons employed																
Class 51.43	:	3.2	:	4.9	:	:	:	:	11.1	:	13.3	:	7.1	4.8	5.9	:
Class 51.64	:	17.9	:	7.4	:	:	:	:	8.3	:	8.6	:	3.9	7.8	6.7	:
Class 51.65	:	19.8	:	8.3	:	:	:	:	12.1	:	8.3	:	2.4	7.9	3.6	:
Group 64.2	:	15.5	:	60.5	:	:	:	:	43.8	:	41.0	:	67.7	51.5	40.8	:
Division 72	:	43.6	:	18.8	:	:	:	:	24.7	:	28.7	:	18.8	28.0	42.9	:
ICT services	:	100.0	:	100.0	:	:	:	:	100.0	:	100.0	:	100.0	100.0	100.0	:
Apparent labour productivity (ICT services = 100)																
Class 51.43	:	93.9	:	31.4	:	:	:	:	56.9	:	44.9	:	45.7	54.9	97.5	:
Class 51.64	:	42.2	:	35.1	:	:	:	:	95.8	:	80.3	:	61.2	67.0	83.8	:
Class 51.65	:	88.4	:	48.8	:	:	:	:	80.0	:	46.4	:	42.8	78.0	82.6	:
Group 64.2	:	205.2	:	143.0	:	:	:	:	147.3	:	166.7	:	125.9	126.5	117.8	:
Division 72	:	92.0	:	27.9	:	:	:	:	46.7	:	51.7	:	43.1	74.4	87.4	:
ICT services	:	100.0	:	100.0	:	:	:	:	100.0	:	100.0	:	100.0	100.0	100.0	:

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1998 for NACE Group 64.2, which also forms part of the ICT services total.

(3) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2.4 ICT BUSINESS DEMOGRAPHY

Activities covered in sub-chapter 2.4

Unless otherwise noted in tables or graphs, the ICT aggregates presented in sub-chapter 4 of this chapter cover the following activities

C to K	Business economy
	ICT sector (ICT manufacturing and ICT services)
	<i>ICT manufacturing</i>
30	Manufacture of office machinery and computers
31.3	Manufacture of insulated wire and cable
32	Manufacture of radio, television, and communication equipment and apparatus
33.2	Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes
33.3	Manufacture of industrial process control equipment
	<i>ICT services</i>
51.64	Wholesale of office machinery and equipment
64.2	Telecommunications
72	Computer and related activities

The term 'business demography' covers a range of indicators that describe the dynamic aspects of the population of enterprises. Enterprise demography is principally the assessment of enterprise births, deaths and survival rates, which together contribute to the number of active enterprises in each economy and activity. In other words, demography indicators measure the existing stock of active enterprises and the transformation of each cohort of enterprises.

Eurostat's business demography project currently relies upon a voluntary data collection exercise within the participating countries. Generally speaking the data were drawn from business registers, although some individual countries tried to improve the availability or freshness of their data on employment and turnover by integrating other sources. Note that the data coverage of the information presented for this sub-chapter, in terms of NACE activities, is different to that used for sub-chapters 2.1 to 2.3.

Table 2.4.1: Number of active enterprises (units), 1998

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Business economy	482 817	245 762	:	:	2 519 299	:	:	3 596 450	20 797	507 531	:	711 485	235 617	475 625	1 678 575	200 528
ICT sector	11 715	10 572	:	:	:	:	:	84 453	:	20 197	:	5 472	7 280	24 507	145 815	6 487
ICT manufacturing	685	816	:	:	:	:	:	14 389	:	1 267	:	730	868	1 867	9 785	380
Division 30	146	183	:	:	931	:	:	1 277	:	367	:	51	90	451	2 110	61
Group 31.3	32	29	:	:	:	:	:	440	0	50	:	32	41	81	515	15
Division 32	320	303	:	:	1 290	:	:	9 575	:	407	:	470	422	642	3 490	167
Group 33.2	102	200	:	:	:	:	:	2 226	7	368	:	96	239	517	3 235	116
Group 33.3	85	101	:	:	:	:	:	871	3	75	:	81	76	176	435	21
ICT services	11 030	9 756	:	:	:	:	:	70 064	842	18 930	:	4 742	6 412	22 640	136 030	6 107
Class 51.64	2 046	1 691	:	:	:	:	:	5 928	255	4 557	:	1 424	1 214	3 182	3 390	1 771
Group 64.2	499	134	:	:	:	:	:	555	40	663	:	218	296	330	6 015	218
Division 72	8 485	7 931	:	:	19 564	:	:	63 581	547	13 710	:	3 100	4 902	19 128	126 625	4 118

Source: Eurostat, structural business statistics (theme4/SB5/Bus_Demo).

Table 2.4.2: Birth rates and death rates as a proportion of active enterprises, 1998 (%)

	BE	DK	DE	EL	ES	FR	IE	IT (1)	LU	NL	AT	PT	FI	SE	UK	NO
Birth rates																
Business economy	:	10	:	:	10	:	:	11	13	:	:	9	8	:	9	12
ICT sector	:	22	:	:	:	:	:	21	:	:	:	15	11	:	18	:
ICT manufacturing	:	7	:	:	:	:	:	11	:	:	:	8	6	:	9	:
Division 30	:	11	:	:	23	:	:	26	:	:	:	14	16	4	14	11
Group 31.3	:	14	:	:	:	:	:	11	:	:	:	6	2	:	9	0
Division 32	8	6	:	:	8	:	:	11	:	:	:	8	7	6	7	7
Group 33.2	:	7	:	:	:	:	:	8	14	:	:	8	3	:	7	7
Group 33.3	9	5	:	:	:	:	:	8	0	:	:	7	1	:	3	:
ICT services	16	23	:	:	:	:	:	23	20	:	:	16	12	13	19	21
Class 51.64	10	11	:	:	:	:	:	10	15	:	:	15	4	5	6	7
Group 64.2	25	25	:	:	:	:	:	33	13	:	:	22	16	12	22	20
Division 72	18	26	:	:	18	:	:	24	22	:	:	16	14	14	19	28
Death rates (2)																
Business economy	7	8	:	:	8	:	:	7	8	8	:	7	8	6	11	:
ICT sector	:	12	:	:	:	:	:	7	:	10	:	11	9	6	11	:
ICT manufacturing	:	6	:	:	:	:	:	5	:	9	:	11	6	4	10	:
Division 30	5	9	:	:	9	:	:	7	:	14	:	16	16	6	13	:
Group 31.3	:	7	:	:	:	:	:	6	:	4	:	3	2	4	11	:
Division 32	7	6	:	:	6	:	:	5	:	8	:	12	6	4	10	:
Group 33.2	:	5	:	:	:	:	:	5	0	7	:	11	3	4	9	:
Group 33.3	:	6	:	:	:	:	:	5	0	3	:	0	3	5	7	:
ICT services	7	13	:	:	:	:	:	7	8	10	:	11	10	6	11	:
Class 51.64	6	11	:	:	:	:	:	5	11	10	:	8	7	6	9	:
Group 64.2	9	9	:	:	:	:	:	13	13	14	:	9	10	7	15	:
Division 72	8	13	:	:	12	:	:	7	7	10	:	12	11	5	11	:

(1) IT, the quality of the 1998 data is affected by the re-integration into the business register of some units that had previously existed.

(2) BE, DK, PT, FI, provisional data; LU, as of 1 January.

Source: Eurostat, structural business statistics (theme4/SB5/Bus_Demo).

2. THE ICT SECTOR

Table 2.4.3: Survival rates of enterprises newly born in 1998 (%)

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Survival rate after one year (survived to 1999)																
Business economy	:	81	:	:	83	:	:	83	90	:	:	94	83	:	92	85
ICT sector	:	79	:	:	:	:	:	85	:	:	:	97	83	:	95	:
ICT manufacturing	:	80	:	:	:	:	:	86	:	:	:	93	91	:	90	:
Division 30	:	86	:	:	83	:	:	83	:	:	:	100	71	100	93	100
Group 31.3	:	75	:	:	:	:	:	79	:	:	:	100	100	:	89	:
Division 32	:	67	:	:	85	:	:	87	:	:	:	89	97	100	88	92
Group 33.2	:	92	:	:	:	:	:	85	100	:	:	100	100	:	87	75
Group 33.3	:	80	:	:	:	:	:	95	:	:	:	100	100	:	100	:
ICT services	:	79	:	:	:	:	:	84	90	:	:	98	82	98	95	81
Class 51.64	:	72	:	:	:	:	:	85	89	:	:	100	90	98	90	91
Group 64.2	:	76	:	:	:	:	:	74	100	:	:	98	69	93	90	82
Division 72	:	79	:	:	79	:	:	84	89	:	:	97	82	98	95	80
Survival rate after two years (survived to 2000)																
Business economy	:	64	:	:	69	:	:	71	78	:	:	72	68	:	78	75
ICT sector	:	60	:	:	:	:	:	71	:	:	:	80	68	:	83	:
ICT manufacturing	:	61	:	:	:	:	:	75	:	:	:	63	80	:	75	:
Division 30	:	71	:	:	66	:	:	73	:	:	:	57	57	94	74	71
Group 31.3	:	50	:	:	:	:	:	66	:	:	:	100	100	:	78	:
Division 32	:	44	:	:	70	:	:	76	:	:	:	57	83	90	75	67
Group 33.2	:	62	:	:	:	:	:	73	100	:	:	63	100	:	76	75
Group 33.3	:	80	:	:	:	:	:	92	:	:	:	100	100	:	100	:
ICT services	:	60	:	:	:	:	:	71	82	:	:	81	67	90	84	68
Class 51.64	:	55	:	:	:	:	:	74	84	:	:	90	81	90	77	75
Group 64.2	:	55	:	:	:	:	:	64	100	:	:	84	54	78	74	64
Division 72	:	61	:	:	64	:	:	71	80	:	:	77	67	90	84	68

Source: Eurostat, structural business statistics (theme4/SBS/Bus_Demo).

Table 2.4.4: Average number of persons employed in enterprises newly born in 1998

	BE	DK (1)	DE	EL	ES	FR	IE	IT (2)	LU	NL (1)	AT	PT	FI (1)	SE	UK	NO
Average in 1998																
Business economy	:	1.3	:	:	2.1	:	:	1.4	2.2	:	:	2.0	0.5	:	2.2	1.7
ICT sector	:	1.3	:	:	:	:	:	1.3	:	:	:	:	0.6	:	:	:
ICT manufacturing	:	1.7	:	:	:	:	:	1.5	:	:	:	:	1.2	:	:	:
Division 30	:	1.0	:	:	1.5	:	:	1.4	:	:	:	1.1	0.6	2.1	1.8	1.4
Group 31.3	:	1.0	:	:	:	:	:	2.2	:	:	:	:	1.0	:	5.3	:
Division 32	5.8	1.7	:	:	5.5	:	:	1.5	:	:	:	1.9	1.4	1.6	4.4	14.6
Group 33.2	:	3.2	:	:	:	:	:	1.7	:	:	:	1.6	0.4	:	:	9.4
Group 33.3	2.6	0.8	:	:	:	:	:	2.0	:	:	:	5.3	8.0	:	:	:
ICT services	1.1	1.3	:	:	:	:	:	1.3	1.2	:	:	2.4	0.5	1.5	1.5	1.8
Class 51.64	1.1	1.7	:	:	:	:	:	1.5	1.7	:	:	2.4	1.0	1.8	2.3	3.0
Group 64.2	2.7	2.3	:	:	:	:	:	5.6	1.2	:	:	5.5	0.4	2.8	2.0	3.0
Division 72	0.9	1.2	:	:	1.8	:	:	1.3	1.1	:	:	2.1	0.5	1.4	1.5	1.7
Average in 1999 of enterprises having survived one year																
Business economy	:	1.6	:	:	2.6	:	:	1.7	2.7	:	:	2.1	0.8	1.4	2.3	2.2
ICT sector	:	1.6	:	:	:	:	:	1.7	:	:	:	:	0.9	1.7	:	:
ICT manufacturing	:	2.2	:	:	:	:	:	2.1	:	:	:	:	1.7	2.0	:	:
Division 30	:	1.2	:	:	1.8	:	:	2.0	:	:	:	1.4	0.7	3.7	1.9	2.3
Group 31.3	:	1.0	:	:	:	:	:	4.2	:	:	:	:	0.0	4.0	6.0	:
Division 32	:	2.0	:	:	7.8	:	:	2.0	:	:	:	2.4	2.4	1.6	4.1	26.4
Group 33.2	:	4.4	:	:	:	:	:	2.1	:	:	:	1.6	0.8	1.2	2.6	4.8
Group 33.3	:	1.3	:	:	:	:	:	3.2	:	:	:	5.2	2.0	1.0	:	:
ICT services	:	1.6	:	:	:	:	:	1.6	1.6	:	:	2.5	0.9	1.7	1.5	2.8
Class 51.64	:	2.9	:	:	:	:	:	1.9	2.2	:	:	2.3	1.8	2.2	2.5	4.5
Group 64.2	:	4.5	:	:	:	:	:	9.2	1.2	:	:	6.5	1.2	3.6	2.4	4.6
Division 72	:	1.5	:	:	2.8	:	:	1.5	1.4	:	:	2.2	0.8	1.6	1.5	2.5
Average in 2000 of enterprises having survived two years																
Business economy	:	1.8	:	:	3.2	:	:	1.9	:	:	:	2.6	1.1	1.7	:	2.3
ICT sector	:	:	:	:	:	:	:	2.0	:	:	:	:	1.7	2.0	:	:
ICT manufacturing	:	:	:	:	:	:	:	2.5	:	:	:	:	3.8	2.3	:	:
Division 30	:	1.4	:	:	2.3	:	:	2.4	:	:	:	1.3	0.6	4.4	2.1	2.6
Group 31.3	:	:	:	:	:	:	:	6.4	:	:	:	:	0.0	5.3	6.7	:
Division 32	:	:	:	:	10.6	:	:	2.3	:	:	:	6.7	5.7	1.8	2.7	36.0
Group 33.2	:	2.5	:	:	:	:	:	2.4	:	:	:	2.0	1.0	1.4	2.8	16.5
Group 33.3	:	0.8	:	:	:	:	:	3.6	:	:	:	5.5	7.0	1.3	:	:
ICT services	:	2.3	:	:	:	:	:	1.9	2.6	:	:	3.2	1.5	2.0	1.7	3.7
Class 51.64	:	4.8	:	:	:	:	:	2.0	2.7	:	:	2.5	2.5	2.7	2.8	5.6
Group 64.2	:	10.7	:	:	:	:	:	14.7	1.2	:	:	8.0	3.0	4.7	3.8	11.2
Division 72	:	1.9	:	:	4.3	:	:	1.8	2.6	:	:	3.0	1.4	2.0	1.6	3.2

(1) Employment data are provided as full-time equivalents.

(2) The quality of the 1998 data is affected by the re-integration into the business register of some units that had previously existed.

Source: Eurostat, structural business statistics (theme4/SBS/Bus_Demo).

3. THE ICT MARKET

3.1 OUTPUT PRICES

Activities covered in this sub-chapter

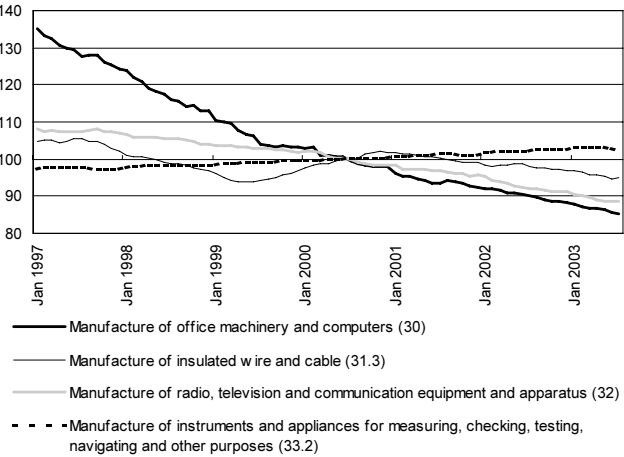
Unless otherwise noted in tables or graphs, the ICT aggregates presented in this sub-chapter cover the following activities

ICT manufacturing	
30	Manufacture of office machinery and computers
31.3	Manufacture of insulated wire and cable
32	Manufacture of radio, television and communication equipment and apparatus
33.2	Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment

The main basis of the information presented in this sub-chapter is Council Regulation No. 1165/98 of 19 May 1998 concerning short-term statistics (hereafter referred to as STS). The index of domestic output prices aims to show the changes in the ex-works selling prices of all products sold on the domestic market. The EU indices refer to overall weighted price changes. Note that the data coverage for the information presented in this sub-chapter, in terms of NACE activities, is different to that used for chapter 2.

Unlike most manufactured goods, where there has been some price inflation during the period shown in figure 3.1.1, output prices for many ICT products fell. Overall price inflation was equal to 6.8 % in the EU's manufacturing sector (NACE Section D) between 1997 and mid-2003. On the other hand, among the four ICT manufacturing activities for which data are available, three reported declining prices. The largest price reductions were recorded for office machinery and computers industry (NACE Division 30), where prices fell by more than one-third (36.8 %). Output prices of radio, television and communication equipment and apparatus (NACE Division 32) also declined by a relatively large amount, some 18.2 %. For the latter activity, the pace at which prices declined was more rapid from 2000 onwards.

Figure 3.1.1: Domestic producer price indices, monthly data, EU-15 (2000=100)



Source: Eurostat, European Business Trends (theme4/ebt/ebt_ind/ind_pric/107prin).

The only ICT manufacturing activity where output prices rose between 1997 and mid-2003 was instruments and appliances for measuring, checking, testing, navigating and other purposes (NACE Group 33.2), where output prices increased overall by 4.7 %, which was still less than the EU manufacturing average.

The trend of falling prices observed for the EU was repeated in the majority of the Member States (see table 3.1.1). Subject to data availability, the only country to report price increases for ICT manufacturing was Greece, while there was literally no change in prices in either Italy or the Netherlands. The largest price reductions on the basis of the evolution of prices between 2000 and 2002 were recorded in Finland, Sweden and Ireland, where output prices fell overall by more than 10 %, (in Finland by more than 25 %).

Table 3.1.1: Domestic producer price indices ICT manufacturing (2000=100)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
1995	120	:	:	111	83	104	147	:	101	:	99	:	:	135	127	128
1996	114	:	:	110	83	103	129	:	99	:	98	97	:	129	119	125
1997	110	:	:	108	89	103	115	:	99	:	97	99	:	125	116	117
1998	106	:	:	106	91	101	108	:	100	:	98	99	:	116	111	109
1999	102	:	:	102	93	99	101	:	100	:	98	99	:	109	108	104
2000	100	:	:	100	100	100	100	100	100	:	100	100	100	100	100	100
2001	97	:	:	99	101	99	97	97	101	:	100	99	99	85	86	95
2002	94	:	:	98	102	99	91	89	101	:	101	98	98	74	83	95

Source: Eurostat, European Business Trends (theme4/ebt/ebt_ind/ind_pric/linda07a).

Table 3.1.2: Domestic producer price indices (2000=100)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Manufacture of office machinery and computers (Division 30)																
1995	162	96	:	128	:	111	:	:	104	:	114	:	:	:	102	211
1996	145	98	:	123	:	104	:	:	98	:	104	100	:	:	100	192
1997	129	98	:	118	:	103	:	:	98	:	99	100	:	:	102	157
1998	117	99	:	112	:	103	:	:	99	:	99	100	:	:	95	131
1999	106	100	:	104	:	101	:	:	100	:	99	100	:	:	95	115
2000	100	100	:	100	:	100	:	100	100	:	100	100	:	:	100	100
2001	94	101	:	97	:	100	:	96	101	:	101	91	:	:	102	83
2002	90	99	:	95	:	98	:	86	102	:	102	79	:	:	89	78
Manufacture of insulated wire and cable (Group 31.3)																
1995	109	99	:	106	68	103	120	:	112	:	93	:	94	:	:	114
1996	107	105	:	104	66	104	114	:	108	:	92	:	82	:	:	115
1997	104	106	:	101	78	104	112	:	105	:	95	:	78	:	:	111
1998	99	106	:	98	79	95	100	:	103	:	94	:	94	:	:	102
1999	95	102	:	96	80	93	93	:	96	:	93	:	78	:	:	98
2000	100	100	:	100	100	100	100	:	100	:	100	:	100	:	:	100
2001	100	98	:	100	104	99	102	:	100	:	102	:	99	:	:	98
2002	98	88	:	98	107	92	99	:	97	:	102	:	92	:	:	97
Manufacture of radio, television and communication equipment and apparatus (Division 32)																
1995	114	:	:	110	91	103	:	:	99	:	97	:	:	:	:	114
1996	111	:	:	109	92	104	:	:	99	:	97	97	:	:	:	113
1997	108	:	:	108	94	104	:	:	99	:	98	99	:	:	:	110
1998	105	:	:	107	97	102	:	:	100	:	99	99	:	:	:	107
1999	103	:	:	104	100	101	:	:	100	:	99	99	:	:	:	103
2000	100	:	:	100	100	100	:	:	100	:	100	100	100	:	:	100
2001	97	101	:	99	98	99	:	:	102	:	99	100	100	:	:	97
2002	93	99	:	97	99	100	:	:	102	:	100	98	101	:	:	88
Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes (Group 33.2)																
1995	95	:	:	94	97	91	:	:	94	:	95	:	:	:	89	93
1996	96	:	:	95	100	95	:	:	97	:	95	:	:	:	91	96
1997	98	:	:	97	100	98	:	:	98	:	95	:	:	:	95	97
1998	98	:	:	98	100	100	:	:	100	:	96	:	:	:	99	98
1999	99	:	:	99	100	99	:	:	100	:	97	:	:	:	101	100
2000	100	:	:	100	100	100	:	:	100	:	100	:	:	:	100	100
2001	101	:	:	101	103	99	:	:	101	:	103	:	:	:	104	100
2002	102	:	:	103	118	102	:	:	102	:	106	:	:	:	106	102

Source: Eurostat, European Business Trends (theme4/ebt/ebt_ind/ind_pric/linda07a).

3.2 ICT PRODUCTION

Products covered in this sub-chapter

The tables presented in this sub-chapter show data for a selection of products within the following CPA headings

30	Office machinery and computers
31.3	Insulated wire and cable
32	Radio, television and communication equipment and apparatus
33.2	Instruments and appliances for measuring, checking, testing, navigating and other purposes

The legal basis of the data presented in this sub-chapter is Council Regulation (EEC) No. 3924/91 on the establishment of a Community survey of industrial production (Prodcom Regulation). The data presented includes limited information for the candidate countries. Note that the data are compiled on the basis of the annually refined Prodcom list, as opposed to the activity classification (NACE) that has been used in the first sub-chapter.

The physical volume and the value of production are normally recorded for the products in the Prodcom list. Different production concepts are used in the survey, namely:

- production sold during the survey period;
- actual production (total production) during the survey period. This includes any production which is incorporated into the manufacture of other products. Such production is normally taken to mean own products which are either processed into another product or fitted into another product in the reporting unit itself, in another plant belonging to it, or under contract in another unit;
- production during the survey period which is intended for sale.

The value of production sold / production intended for sale should be calculated on the basis of the ex-works selling price obtained / obtainable during the reporting period. It also includes packaging costs, even if they are charged separately. However, the following are not included:

- any turnover tax and consumer tax charged;
- separately charged freight costs;
- any discounts granted to customers.

Prodcom statistics normally cover all enterprises which manufacture products contained in the Prodcom list. Among the rules on representativeness, the Regulation stipulates that all enterprises in NACE Sections C, D and E employing at least 20 persons must be included. In addition, at least 90 % of production in each (4-digit) NACE Class must also be recorded.

While there are a relatively large number of cells that are either not available or confidential, the information presented does allow some comparisons of production at a very detailed level. For example, Germany was the largest producer (in value terms) of laptop PCs in the EU in 2002, while France produced the most facsimile machines, Finland had the highest value of production of radio transmission apparatus and the United Kingdom of electrical telephonic and telegraphic apparatus (just ahead of Finland).

Table 3.2.1: Production value of selected computer and other information processing equipment, 2002 (EUR million) (1)

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
30021200	Laptop PCs and palm-top organisers	:	-	:	3 001.2	-	103.2	1 150.2	:	46.6	-	-	:	-	6.5	:	2 291.6	:	-	:	:	:	:
30021300	Desk top PCs	3 947.7	31.1	9.3	459.5	-	9.8	:	:	5.2	-	:	-	53.0	47.3	98.7	331.5	:	-	:	:	34.7	33.3
30021400	Digital data processing machines: presented in the form of systems	11 424.7	:	8.4	:	-	7.4	:	58.8	9.1	-	:	-	-	-	43.0	4 194.2	:	-	:	:	13.2	:
30021630	Printers	1 801.4	:	2.8	209.3	-	4.5	209.9	:	230.1	-	:	:	-	-	:	368.5	:	-	:	:	:	:
30021650	Keyboards	:	-	:	45.4	-	1.9	:	:	1.2	-	:	-	:	-	-	164.8	:	-	:	:	:	:
30021670	Input or output units whether or not containing storage units in the same housing (including mice) (excluding printers and keyboards)	:	:	6.9	289.1	-	92.5	:	2.0	63.0	-	4.7	:	:	0.6	12.8	1 122.2	:	-	-	:	:	:
30021673	Monitors (visual display units)	:	:	:	:	:	:	-	-	:	-	-	:	-	0.6	:	:	:	-	:	:	:	:
30021679	Other input, output units (including mice, plotters and scanners)	:	:	:	149.0	:	:	-	-	:	-	-	:	:	-	:	:	:	-	:	:	:	:
30021730	Central storage units	:	-	:	4.6	-	:	:	:	-	-	:	-	-	-	-	-	-	-	-	:	-	:
30021757	Hard and floppy disk drives	:	-	:	:	-	-	:	:	-	-	:	-	-	-	-	2.4	0.0	-	-	:	-	:
30021790	Storage units (excluding central storage units, disk storage units and magnetic tape storage units)	391.7	-	0.3	:	-	:	:	:	:	-	-	-	-	-	:	78.6	:	-	-	:	:	:

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.2: Production value of selected of insulated wires and cables, 2002 (EUR million) (1)

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
31301200	Insulated coaxial cables and other coaxial electric conductors for data and control purposes whether or not fitted with connectors	1 146.8	:	0.2	196.4	12.9	27.6	159.3	:	167.9	-	40.4	16.0	:	35.8	84.6	194.3	:	-	:	:	6.1	:
31301330	Electrical conductors used for telecommunications whether or not fitted with connectors, for a voltage <= 80 V	:	:	9.8	258.3	14.9	75.0	267.0	18.3	181.5	-	41.5	:	30.3	26.2	22.6	190.1	:	-	:	:	52.5	:
31301350	Other electrical conductors for data & control purposes whether or not fitted with connectors, voltage <= 80 V	1 451.9	:	13.4	242.5	-	91.6	221.6	:	175.3	-	25.2	75.0	75.2	20.4	43.2	273.3	:	-	:	:	24.0	:
31301370	Insulated electric conductors whether or not fitted with connectors, for a voltage > 80 V but <= 1	:	226.1	107.4	1 222.2	196.9	623.2	1 097.0	:	841.9	-	214.9	:	146.8	124.4	227.1	610.1	165.8	-	191.8	:	30.8	93.8
31301500	Optical fibre cables made up of individually sheathed fibres whether or not assembled with electric conductors or fitted with connectors	3 719.2	:	34.3	357.6	7.0	121.2	1 124.2	:	208.3	-	42.5	:	:	49.3	:	701.4	62.7	-	:	:	15.7	:

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.3: Production value of selected electronic integrated circuits and microassemblies, 2002 (EUR million) (1)

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
32106015	Digital MOS integrated circuits (ICs): wafers not yet cut into chips	:	-	:	1 738.4	-	-	966.5	-	:	-	:	:	-	55.9	-	236.1	-	-	-	:	-	:
32106017	Digital MOS ICs: chips	:	:	:	212.8	-	-	:	-	5.5	-	:	:	-	1.1	-	:	-	-	-	:	-	:
32106025	Digital MOS ICs, DRAM (including modules) with a capacity <= 4 Mbits (2)	383.6	-	-	:	-	-	:	-	-	-	-	-	-	-	-	:	-	:	:	:	:	:
32106027	Digital MOS ICs, DRAM (including modules) with a capacity > 4 Mbits	:	-	:	918.9	-	-	-	-	59.2	-	-	-	:	-	-	:	-	-	-	:	-	:
32106054	MOS digital monolithic ICs with uv erasable, programmable, read only memories (eproms) excluding circuits consisting solely of passive elements (2)	:	-	-	-	:	:	245.9	-	-	-	-	-	-	-	-	:	-	:	:	:	:	:
32106065	Digital MOS ICs EEPROMS and flash EEPROMS (2)	784.2	-	-	:	-	:	745.2	:	-	-	:	:	-	-	-	-	-	:	:	:	:	:
32106069	Digital MOS ICs memories (including ROM, FIFO, LILO) (excluding circuits consisting solely of passive elements, DRAMS, SRAMS, Cache-RAMS, [E]EPROMS)	:	-	:	:	-	-	:	-	3.3	-	:	-	-	-	-	:	-	-	-	:	-	:
32106070	Digital MOS ICs, (CPUs and MPUs)	:	-	:	:	-	-	37.9	-	26.5	-	:	-	-	-	-	:	:	-	-	10.2	:	:
32106093	Other digital MOS ICs (including MPR, MCU, ASIC, standard logic, PLD and other logic)	4 691.1	:	2.3	725.9	-	-	379.3	:	1 602.1	-	:	:	:	27.0	:	:	:	-	:	:	:	:
32106095	Linear (analogue) ICs	2 365.8	:	10.8	358.6	-	:	850.9	-	:	-	:	:	-	8.2	:	85.1	-	-	:	:	:	:
32106097	Hybrid ICs (excluding circuits consisting solely of passive elements)	650.7	:	16.4	133.5	-	12.0	51.5	:	47.7	-	:	:	-	20.1	:	186.8	68.4	-	:	:	:	:
32106099	Electronic microassemblies (excluding circuits consisting solely of passive elements, assemblies formed by mounting one or more discrete components on a support)	:	99.0	:	425.4	:	:	1 696.7	:	:	-	21.6	:	:	0.2	0.0	659.7	:	-	:	:	:	8.3

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

(2) 2000.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.4: Production value of selected television and radio transmitters, and apparatus for line telephony and telegraphy, 2002 (EUR million) (1)

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
32201150	Radio/TV transmission apparatus without reception apparatus	777.9	:	7.2	281.7	-	50.2	0.9	:	163.8	-	:	:	-	-	:	261.5	:	-	:	:	:	:
32201170	Radio transmission apparatus with reception apparatus	35 337.6	:	493.3	:	:	281.2	2 763.8	:	727.9	-	:	:	:	13 100.0	5 380.2	4 628.8	267.5	-	:	:	:	:
32201290	Television cameras (including closed circuit TV cameras) (excluding camcorders)	:	-	:	16.9	:	:	0.0	:	14.6	-	:	-	-	-	-	128.3	-	-	-	:	-	:
32202020	Telephone sets (including line telephone sets with cordless handsets, videophones) (excluding telephone answering machines not an integral part of the set)	:	-	66.6	:	:	190.7	2.5	:	273.2	-	:	113.1	:	5.1	:	:	-	-	:	:	:	78.7
32202040	Telephonic or telegraphic switching apparatus (excluding relays and switching equipment such as selectors for automatic telephone exchangers)	13 267.6	:	10.6	1 859.7	:	17.1	2.5	:	355.8	-	:	353.3	:	86.7	:	1 457.8	:	-	:	:	165.9	:
32202050	Telephonic/telegraphic apparatus for carrier-current line systems, not elsewhere classified (n.e.c.)	:	44.7	4.1	880.7	100.8	69.7	8.1	:	557.7	-	:	72.1	13.1	-	:	539.2	:	-	:	:	:	:
32202060	Electrical telephonic and telegraphic apparatus, n.e.c.	:	:	5.3	249.2	-	41.4	:	:	255.0	-	:	:	:	268.1	9.0	362.4	:	-	:	:	:	0.7
32202075	Facsimile machines (2)	488.9	-	-	:	-	:	151.8	-	4.4	-	-	:	-	-	0.0	141.4	-	:	:	:	:	:

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

(2) 2000.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.5: Production value of selected television and radio receivers, sound or video recording or reproducing apparatus and associated goods, 2002 (EUR million) (1)

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
32301175	Radio receivers, with sound recording or reproducing apparatus	128.3	-	:	:	-	-	:	:	-	-	-	-	-	-	-	19.6	-	-	-	:	:	:
32301179	Radio receivers, not elsewhere classified (n.e.c.) (2)	:	-	-	-	-	:	49.5	-	-	-	-	-	-	-	-	6.5	-	:	:	:	:	:
32301270	Radio receivers motor vehicles with sound recording or reproducing apparatus (2)	:	:	-	:	-	:	325.5	-	-	-	-	-	682.6	-	-	-	-	:	:	:	:	:
32301290	Radio receivers for motor vehicles, n.e.c.	:	-	:	715.6	-	:	:	:	:	-	0.0	-	-	-	-	:	-	-	:	:	:	:
32302020	Colour television (TV) projection equipment and videoprojectors	:	:	:	-	-	166.6	:	-	23.0	-	-	:	-	-	-	:	:	-	:	:	-	:
32302030	Colour TVs with a video recorder or player (2)	321.2	:	-	-	-	:	:	-	:	-	-	-	-	-	-	:	-	:	:	:	:	:
32302045	Colour video monitors with cathode-ray tube	:	-	:	:	-	6.5	:	-	89.7	-	:	-	-	-	-	:	-	-	-	:	-	:
32302049	Flat panel video monitor (for example LCD or plasma), without tuner (colour video monitors) (excluding with a cathode-ray tube)	:	-	:	:	-	:	-	-	12.4	-	-	-	-	-	-	:	-	-	:	:	-	:
32302050	Colour TV receivers with integral tube (excluding television projection equipment, apparatus with a video recorder or player, video monitors)	5 022.0	:	:	424.2	-	935.2	1 261.4	-	221.7	-	:	:	-	55.7	-	1 033.7	-	-	-	:	1 195.4	:
32302060	Flat panel colour TV receiver (for example LCD/plasma), excluding TV projection equipment, apparatus with video recorder/player, video monitors, TV receivers with integral tube (2)	:	-	-	23.4	-	-	-	-	-	-	-	-	-	-	-	:	-	:	:	:	:	:
32302075	Tuner blocks for CTV/MCR and cable TV receiver units (colour video tuners) (excluding those which isolate high-frequency TV signals)	:	:	:	52.7	-	1.4	:	:	-	-	-	-	-	-	:	:	-	-	-	:	:	:
32302079	Satellite TV receiver/decoder (colour TV receivers) (excluding with a screen, video tuners, video monitors, TV projection equipment, with integral tube)	:	-	:	-	-	:	:	-	-	-	-	-	-	2.6	-	1 216.7	-	-	:	:	:	:
32302083	Black and white or other monochrome video monitors	:	-	1.1	:	-	:	:	-	47.3	-	:	-	:	-	-	0.8	-	-	-	:	-	:
32303179	CD players, mains/personal (excluding combined with radio/TV receivers, cassette players or player/recorders, coin/disc-operated record-players, turntables)	:	-	:	:	:	2.0	:	-	:	-	:	-	:	0.0	-	31.2	-	-	:	:	:	:
32303230	Dictating machines operated by an external source of power (2)	29.4	-	-	:	-	-	-	-	-	-	-	:	-	-	-	:	-	:	:	:	:	:
32303250	Telephone answering machines with sound recording apparatus (excluding those forming an integral part of a telephone set)	3.5	-	0.5	-	-	-	-	-	-	-	-	-	-	-	-	2.9	-	-	-	:	-	:
32303275	Cassette recorders (cassette player/recorders) (including recording personal stereos) (excluding those combined with a radio or television receiver, dictating machines and so on)	:	-	:	:	-	:	-	-	-	-	-	-	-	1.5	-	-	-	-	-	:	-	:
32303279	Other tape recorders (magnetic tape player/recorders) (excluding those combined with a radio or TV receiver, dictating machines, telephone answering machines, cassette-type)	39.1	-	0.4	-	-	-	:	-	:	-	:	:	-	0.3	-	:	-	-	-	:	-	:
32303290	Sound recording apparatus (including digital disc audio recorders) (excluding dictating machines, telephone answering machines, magnetic tape player/recorders)	61.0	-	0.2	15.8	-	:	-	:	:	-	-	:	-	1.5	-	16.2	-	-	:	:	-	:

Table 3.2.5: continued

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
32303335	Electronic stills cameras and video camcorders; digital cameras (still image video cameras and other video camera recorders) (excluding closed circuit TV cameras)	:	-	:	80.5	-	:	:	:	12.2	-	:	-	-	-	-	-	-	-	-	:	-	:
32303339	Video cassette recorders for magnetic tape of width <=1.3 cm and with a tape speed <=50 mm per second excluding those combined with television, or a built-in TV camera	:	-	5.6	0.0	-	:	:	-	-	-	-	-	-	-	-	225.5	-	-	-	:	-	:
32303350	Other video tape recorders excluding those combined with a TV - for magnetic tape of width <=1.3 cm and with a tape speed <=50 mm per second (2)	:	-	-	397.0	-	:	:	-	:	-	-	-	-	-	-	-	-	:	:	:	:	:
32303370	Video recorders or player/recorders (including laser or digital video disc players/recorders) (excluding those combined with a television, for magnetic tape)	:	:	:	:	-	:	:	-	68.6	-	-	-	-	-	-	51.0	-	-	:	:	:	:
32304100	Microphones and their stands (excluding cordless microphones with a transmitter)	147.0	-	0.1	71.5	-	3.8	:	-	:	-	:	:	:	-	-	8.2	-	-	:	:	:	:
32304235	Single loudspeakers mounted in their enclosures (including frames or cabinets mainly designed for mounting loudspeakers)	205.1	:	9.1	20.5	-	10.3	:	:	25.9	-	:	-	:	1.3	0.0	109.4	:	-	:	:	0.4	:
32304237	Multiple loudspeakers mounted in the same enclosure (including frames or cabinets mainly designed for mounting loudspeakers)	600.0	:	169.8	133.5	-	33.1	60.4	:	44.6	-	:	-	:	10.6	-	79.8	:	-	:	:	4.7	:
32304239	Loudspeakers (including speaker drive units, frames or cabinets mainly designed for mounting loudspeakers) (excluding those mounted in their enclosures)	635.9	:	37.3	:	-	6.6	:	-	84.4	-	-	:	-	-	:	152.2	:	-	:	:	12.3	:
32304270	Headphones and earphones, even combined with microphone, and sets consisting of a microphone and one or more loudspeakers (excluding airmen's headgear with headphones, telephone sets, cordless microphones with a transmitter, hearing aids)	:	-	:	23.5	-	0.5	:	:	:	-	:	:	-	2.5	-	18.6	-	-	:	:	:	:
32304359	Audio-frequency electric amplifiers (including hi-fi amplifiers) (excluding high or intermediate frequency amplifiers, telephonic and measurement amplifiers)	:	-	2.1	174.0	-	5.0	9.5	:	0.8	-	:	-	:	2.1	:	62.6	-	-	:	:	2.1	:
32304370	Electric sound amplifier sets (including public address systems with microphone and speaker)	:	-	:	:	-	23.8	:	-	13.3	-	-	-	:	0.1	-	55.9	:	-	-	1.6	:	1.6
32304490	Radio-telephony or radio-telegraphy reception apparatus (excluding portable receivers for calling or paging, those combined with radio receivers)	:	-	0.5	24.6	-	31.4	:	-	:	-	:	:	-	2.5	:	:	-	-	-	:	:	:

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

(2) 2000.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.6: Production value of selected instruments and appliances for measuring, checking, testing and navigating, 2002 (EUR million) (1)

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
33201130	Direction finding compasses (including magnetic, gyroscopic, binnacle and position finding)	:	-	:	:	-	-	:	-	-	-	-	-	-	26.2	:	3.1	:	-	-	:	:	:
33201155	Instruments and appliances for aeronautical or space navigation (excluding compasses)	:	:	:	89.1	:	:	2.9	-	238.4	-	:	-	-	-	:	822.3	:	-	-	:	:	:
33201159	Instruments and appliances for navigation (including for marine or river navigation) (excluding for aeronautical or space navigation, compasses)	359.1	-	15.4	:	-	:	:	-	50.8	-	:	-	-	-	:	201.7	195.5	-	-	:	:	:
33201215	Electronic surveying & hydrographic instruments & appliances (including rangefinders, levels, theodolites & tachometers, photogrammetrical instruments & appliances; excluding compasses)	:	-	3.8	23.5	-	-	:	-	-	-	-	:	-	0.2	:	2.9	:	-	-	:	-	:
33201235	Electronic instruments and apparatus for meteorological, hydrological and geophysical purposes (excluding compasses)	:	-	0.0	12.7	-	:	256.2	-	13.9	-	:	:	-	137.9	:	41.3	:	-	-	:	-	:
33201239	Other electronic instruments, not elsewhere classified (n.e.c.)	:	-	:	1.7	-	-	:	:	:	-	:	:	-	2.1	-	50.4	:	-	:	:	:	:
33202030	Radar apparatus	2 698.5	:	24.6	:	-	:	3.5	:	549.8	-	-	-	-	1.1	:	1 133.6	:	-	:	:	:	:
33202050	Radio navigational aid apparatus (including radio beacons and radio buoys, receivers, radio compasses equipped with multiple aerials or with a directional frame aerial)	:	-	:	89.2	-	:	1.1	-	:	-	-	-	-	0.8	-	77.1	:	-	-	:	:	:
33202070	Radio remote control apparatus (including for ships, pilotless aircraft, rockets, missiles, toys, and model ships or aircraft, for machines, for the detonation of mines)	319.6	:	0.0	102.1	-	26.4	:	:	29.5	-	-	:	-	-	27.6	51.5	-	-	-	:	-	:
33204100	Instruments and apparatus for measuring or detecting ionising radiations	:	:	:	87.3	-	-	45.2	-	:	-	:	:	-	4.8	-	86.2	-	-	:	:	:	:
33204200	Cathode-ray oscilloscopes and cathode-ray oscillographs	:	-	:	19.6	-	:	:	-	0.1	-	:	-	-	-	-	0.1	-	-	-	:	-	:
33204310	Multimeters	95.0	-	0.3	55.5	:	:	:	:	11.7	-	-	:	-	-	:	12.0	-	-	:	:	0.1	:
33204330	Instruments and apparatus, for measuring or checking voltage: electronic	337.4	-	1.8	103.5	:	1.4	60.9	:	53.5	-	:	:	-	2.8	:	83.2	:	-	:	:	0.3	:
33204355	Voltmeters	:	-	:	3.9	-	4.7	0.0	-	5.3	-	-	-	-	-	-	5.6	-	-	:	:	:	:
33204359	Non-electronic instruments and apparatus, for measuring or checking voltage, current, resistance or power, without a recording device (excluding multimeters, voltmeters)	105.6	-	9.6	38.3	:	5.1	15.1	:	33.2	-	:	-	-	1.6	:	7.0	-	-	:	:	:	:
33204400	Instruments and apparatus, for telecommunications	1 574.2	:	37.2	231.6	-	19.2	48.3	:	56.4	-	:	:	-	6.7	:	857.8	-	-	:	:	0.0	:
33204520	Instruments and apparatus for measuring or checking semiconductor wafers or devices	:	-	0.9	46.8	-	:	39.0	:	-	-	-	-	-	-	-	60.0	-	-	:	:	:	:
33204530	Instruments and apparatus, with a recording device, for measuring or checking electric gains (excluding gas, liquid or electricity supply or production meters)	:	-	3.5	71.6	-	:	:	-	6.1	-	:	:	-	9.1	:	3.5	-	-	-	:	5.6	0.2
33204555	Electronic instruments and apparatus, without a recording device, for measuring or checking electric gains (excluding gas, liquid or electricity supply or production meters)	563.7	-	3.8	448.1	-	18.7	13.7	:	33.3	-	:	:	:	-	:	:	-	-	-	:	:	:
33204559	Non-electronic instruments and apparatus, without a recording device, for measuring or checking electrical gains (excluding multimeters, voltmeters)	76.5	-	0.7	11.1	-	:	:	:	17.7	-	-	-	-	0.1	:	:	-	-	-	:	:	:

Table 3.2.6: continued

Code	Label	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO	BG	CZ	LT	PL	RO
33205135	Electronic thermometers and pyrometers, not combined with other instruments (excluding liquid filled)	203.9	:	4.9	85.6	-	:	45.9	:	7.9	-	:	:	-	-	:	34.4	:	-	2.2	:	:	:
33205175	Electronic hydrometers, hygrometers and psychrometers	33.1	:	0.5	5.7	-	-	:	:	0.2	-	-	-	-	0.9	-	:	-	-	-	:	-	:
33205235	Electronic flow meters (excluding supply meters, hydrometric paddle-wheels)	399.4	:	:	101.3	-	0.5	13.3	:	14.3	-	129.6	-	-	7.2	-	83.2	:	-	:	:	:	:
33205239	Electronic instruments and apparatus for measuring or checking the level of liquids	:	-	1.4	309.5	-	1.9	27.1	-	29.8	-	:	-	-	4.4	:	93.1	:	-	:	:	-	:
33205271	Electronic pressure gauges, sensors, indicators and transmitters	:	:	8.9	236.3	-	1.2	54.9	:	15.5	-	:	-	-	1.5	:	116.0	18.5	-	:	:	:	:
33205283	Electronic instruments & apparatus for measuring variables of liquids/gases (including heat meters; excluding for measuring pressure/flow/level of liquids)	634.3	-	:	324.6	-	2.3	123.7	:	14.0	-	-	:	-	23.5	3.3	131.7	:	-	:	:	6.1	:
33205313	Electronic gas or smoke analysers	478.0	:	3.2	100.6	-	:	77.1	:	19.1	-	:	:	-	9.0	:	253.9	:	-	:	:	2.5	:
33205330	Spectrometers, spectrophotometers and so on, using optical radiations	691.0	-	0.4	288.5	-	:	:	-	7.1	-	-	:	-	1.7	-	408.5	-	-	-	:	:	:
33205350	Instruments and apparatus using optical radiations, n.e.c.	977.2	-	36.4	252.4	-	:	:	:	16.4	-	14.9	:	-	1.0	167.3	61.6	-	-	:	:	:	:
33205381	Electronic ph & rh meters, other apparatus for measuring conductivity & electrochemical quantities (including use laboratory/field environment, use process monitoring/control)	:	:	:	74.7	-	:	8.3	-	:	-	-	-	-	-	-	48.9	-	-	:	:	:	:
33205383	Other electronic instruments and apparatus	:	:	44.8	230.4	-	8.2	138.1	:	58.1	-	28.2	-	-	57.3	-	76.9	:	-	-	:	:	:
33205385	Viscometers, porosimeters and expansion meters	:	:	:	:	-	:	:	-	-	-	:	:	-	-	-	5.2	-	-	-	:	-	:
33205389	Other instruments and apparatus for physical and chemical analysis	318.3	:	0.0	208.1	-	0.0	51.6	:	73.3	-	:	:	-	0.6	:	19.4	-	-	:	:	:	:
33206210	Electronic machines and appliances for testing the mechanical properties of metals (excluding metallographic machines or appliances, instruments for detecting defects)	:	-	:	28.8	-	:	:	-	-	-	-	-	-	-	:	49.5	-	-	:	:	-	:
33206255	Electronic machines and appliances for testing the properties of materials (excluding for metals)	:	-	:	269.4	-	4.0	:	:	24.0	-	:	:	-	12.3	:	88.6	-	-	-	:	:	:
33206330	Gas supply or production meters (including calibrated)	306.4	:	4.0	100.6	-	:	:	-	53.5	-	:	-	-	-	-	90.9	-	-	-	:	15.2	14.4
33206350	Liquid supply or production meters (including calibrated) (excluding pumps)	512.9	:	34.5	177.1	-	40.1	101.0	-	42.1	-	:	:	7.0	-	-	17.9	-	-	1.0	:	24.3	21.0
33206370	Electricity supply or production meters (including calibrated) (excluding voltmeters, ammeters, wattmeters and the like)	459.4	-	0.0	69.8	:	31.0	:	-	109.3	-	-	-	21.6	32.0	:	82.9	-	-	:	:	28.4	:
33206430	Revolution, production & entry counters, billiards meters, taximeters, mileometers, pedometers, hand-held counters, scalers, instruments/apparatus for measuring short time intervals	:	-	8.1	120.1	-	109.5	:	-	0.3	-	-	:	-	1.1	12.6	30.4	-	-	:	:	:	:
33206453	Vehicle speed indicators	257.7	-	0.0	:	-	:	-	-	:	-	:	-	-	-	-	215.8	:	-	:	:	:	:
33206455	Tachometers	:	-	11.5	432.5	-	:	-	-	:	-	-	-	-	-	:	51.7	-	-	:	:	:	:
33206550	Electronic instruments, appliances and machines for measuring or checking geometrical quantities (including comparators, coordinate measuring machines (CMMs))	1 033.9	-	1.2	552.9	-	:	65.8	:	108.8	-	:	:	-	0.9	42.7	225.7	-	-	:	:	3.1	:
33207015	Electronic thermostats	494.7	:	25.8	276.7	-	6.9	46.0	:	137.5	-	:	-	-	-	:	40.2	:	-	:	:	2.2	:
33207019	Non-electronic thermostats	703.0	-	:	166.8	:	44.1	92.8	:	99.8	:	:	:	-	-	:	68.7	-	-	:	:	:	:
33207030	Manostats	180.2	-	:	114.4	-	:	:	-	22.1	-	-	:	-	-	:	-	-	-	:	:	:	:
33207050	Hydraulic or pneumatic automatic regulating or controlling instruments and apparatus	129.0	:	4.7	3.7	-	:	51.4	:	12.5	-	-	-	-	2.9	:	48.7	:	-	:	:	9.4	:
33207090	Instruments and apparatus, regulating or controlling, n.e.c.	2 633.1	:	62.6	1 426.6	-	213.7	:	:	:	-	32.1	:	27.1	16.9	242.9	452.0	99.2	-	13.0	:	:	:

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

Source: Eurostat, Comext (PRODCOM).

3.3 EU'S EXTERNAL TRADE KEY INDICATORS

Products covered in sub-chapters 3.3 to 3.5

Unless otherwise noted in tables or graphs, the ICT aggregates presented in sub-chapters 3, 4 and 5 of this chapter cover the following CPA headings

ICT	
30	Office machinery and computers
31.3	Insulated wire and cable
32	Radio, television and communication equipment and apparatus
32.1	Electronic valves, tubes and other electronic components
32.2	Television and radio transmitters, apparatus for line telephony and telegraphy
32.3	Television and radio receivers, sound or video recording or reproducing apparatus and associated goods
33.2	Instruments and appliances for measuring, checking, testing, navigating and other purposes

EU external trade statistics are available in the Comext database, and can be compiled according to the product classification (CPA). No estimates are made for external trade statistics, although it is possible that subsequent revisions may occur. The data are processed by summing together product statistics, using a conversion table from the combined nomenclature (CN) to the CPA.

The data for EU-15 are reported in terms of trade flows outside of the EU, in other words extra-EU trade. However, for the individual Member States, the external trade flows reported are for trade with the rest of the world (in other words, they include both intra-EU and extra-EU trade). All external trade data are reported in current EUR terms.

The most striking development in the evolution of the EU's external trade performance was the slowdown in external trade activity since the Internet bubble burst in 2000. Figures 3.3.1 and 3.3.2 show graphically how the value of both ICT exports and imports has fallen since reaching highs in 2000.

The value of the EU's imports of ICT products fell for a number of product categories both between 2000 and 2001 and between 2001 and 2002. This was the case for office machinery and computers (CPA Division 30), electronic valves and tubes and other electronic components (CPA Group 32.1) and for TV and radio transmitters, apparatus for line telephony and telegraphy (CPA Group 32.2). TV and radio receivers, sound or video apparatus etc (CPA Group 32.3) was the only product grouping where the EU's imports rose between 2001 and 2002. In combination with falling import values for the other ICT products, the relative share of TV and radio receivers, sound or video apparatus etc. in total ICT imports rose from 13.9 % to 19.4 % between 2001 and 2002.

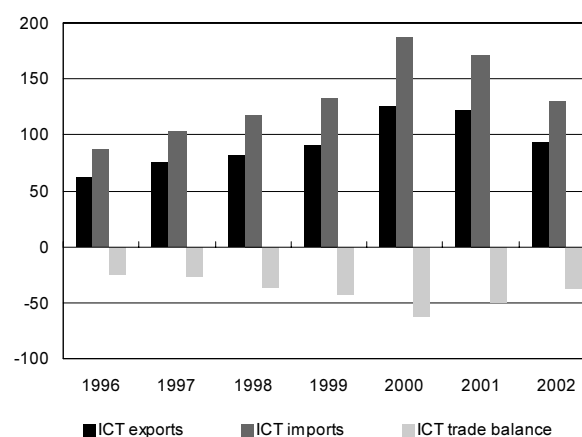
On the export side, ICT goods accounted for 9.3 % of the EU's manufactured exports in 2002 (see table 3.3.1). This share was in decline compared to a year earlier, when ICT goods had accounted for 12.4 % of total manufactured exports. The export value of each of the product categories in table 3.3.3 fell between 2001 and 2002. Office machinery and computers, followed by TV and radio transmitters, apparatus for line telephony and telegraphy generated the highest value of EU exports, among ICT products, in 2002.

Table 3.3.1: External trade overview, EU-15 (EUR million)

	2002
ICT exports	92 334
ICT imports	129 780
ICT trade balance	-37 446
ICT share in total exports (%)	9.3
ICT share in total imports (%)	13.1

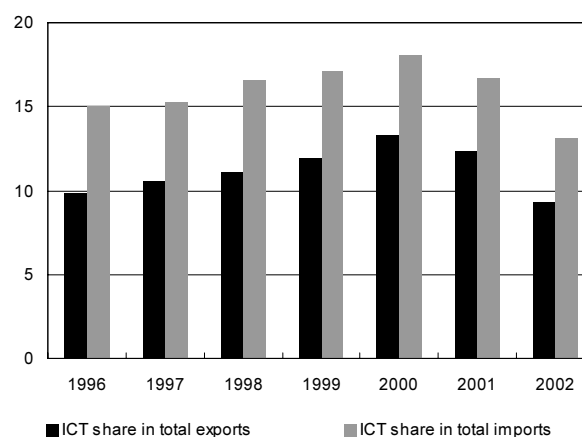
Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Figure 3.3.1: External trade overview, EU-15 (EUR billion)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Figure 3.3.2: Share of ICT in total trade, EU-15 (%)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

As imports decreased at a more rapid pace than exports the result was that the EU's trade deficit was reduced. The EU ran a trade deficit of EUR 37.4 billion in 2002, compared to a deficit of EUR 49.8 billion in 2001 (see table 3.3.2). As in previous years, by far the largest deficit (some EUR 31.8 billion) was recorded for office machinery and computers. These products accounted for 84.9 % of the EU's trade deficit in ICT products in 2002.

Table 3.3.2: External trade by product groupings, EU-15, 2002 (EUR million)

	Office machinery and computers (Division 30)	Insulated wire and cable (Group 31.3)	Electronic valves and tubes and other electronic components (Group 32.1)	TV and radio transmitters, apparatus for line telephony and telegraphy (Group 32.2)	TV and radio receivers, sound or video apparatus etc. (Group 32.3)	Instruments and appliances for measuring, checking, testing, navigating etc. (Group 33.2)
Exports	28 570	3 822	7 816	23 425	10 008	18 692
Imports	60 376	3 438	8 569	17 132	25 214	15 052
Trade balance	-31 806	384	-753	6 294	-15 206	3 641
Share of product group in ICT total exports (%)	30.9	4.1	8.5	25.4	10.8	20.2
Share of product group in ICT total imports (%)	46.5	2.6	6.6	13.2	19.4	11.6

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Table 3.3.3: External trade by product groupings, EU-15 (EUR million)

	Office machinery and computers (Division 30)	Insulated wire and cable (Group 31.3)	Electronic valves and tubes and other electronic components (Group 32.1)	TV and radio transmitters, apparatus for line telephony and telegraphy (Group 32.2)	TV and radio receivers, sound or video apparatus etc. (Group 32.3)	Instruments and appliances for measuring, checking, testing, navigating etc. (Group 33.2)
Exports						
1996	16 537	2 903	11 902	13 090	6 552	10 900
1997	19 587	3 413	14 702	16 547	8 610	13 212
1998	21 446	3 412	16 004	18 648	8 315	13 871
1999	24 049	3 531	18 491	21 681	8 658	14 139
2000	31 323	4 078	28 983	31 278	11 849	17 386
2001	31 505	4 411	26 151	29 606	11 026	18 728
2002	28 570	3 822	7 816	23 425	10 008	18 692
Imports						
1996	37 603	1 809	19 352	8 176	11 112	9 112
1997	46 028	2 129	22 259	8 334	13 599	10 295
1998	54 277	2 377	23 678	10 947	14 916	11 529
1999	60 073	2 770	26 575	14 771	16 935	12 211
2000	71 531	3 848	47 609	24 887	23 498	15 948
2001	65 477	3 988	37 398	24 045	23 785	16 534
2002	60 376	3 438	8 569	17 132	25 214	15 052
Trade balance						
1996	-21 066	1 094	-7 450	4 913	-4 560	1 788
1997	-26 441	1 284	-7 557	8 214	-4 989	2 918
1998	-32 831	1 036	-7 674	7 700	-6 601	2 341
1999	-36 024	761	-8 084	6 910	-8 277	1 927
2000	-40 207	230	-18 626	6 390	-11 649	1 439
2001	-33 971	423	-11 247	5 562	-12 760	2 194
2002	-31 806	384	-753	6 294	-15 206	3 641
Share of product group in ICT total exports (%)						
1996	26.7	4.7	19.2	21.2	10.6	17.6
1997	25.7	4.5	19.3	21.8	11.3	17.4
1998	26.3	4.2	19.6	22.8	10.2	17.0
1999	26.6	3.9	20.4	23.9	9.6	15.6
2000	25.1	3.3	23.2	25.0	9.5	13.9
2001	25.9	3.6	21.5	24.4	9.1	15.4
2002	30.9	4.1	8.5	25.4	10.8	20.2
Share of product group in ICT total imports (%)						
1996	43.1	2.1	22.2	9.4	12.7	10.5
1997	44.8	2.1	21.7	8.1	13.2	10.0
1998	46.1	2.0	20.1	9.3	12.7	9.8
1999	45.1	2.1	19.9	11.1	12.7	9.2
2000	38.2	2.1	25.4	13.3	12.5	8.5
2001	38.2	2.3	21.8	14.0	13.9	9.7
2002	46.5	2.6	6.6	13.2	19.4	11.6

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

3.4 COUNTRY EXTERNAL TRADE KEY INDICATORS

In terms of the external trade performance of the Member States (see table 3.4.1a), there were just four countries that reported a positive trade position for ICT goods in 2002; they were Sweden (EUR 3.9 billion), Finland (EUR 3.3 billion), Ireland (EUR 1.3 billion) and Denmark (EUR 0.3 billion). Together these four countries accounted for 9.3 % of the EU's ICT imports and 22.6 % of its exports.

The largest deficits were registered in Germany, the Netherlands and the United Kingdom (all in excess of EUR 10 billion). Together these three countries accounted for 64.9 % of the EU's ICT imports and 51.2 % of its exports.

The candidate countries (see table 3.4.1b) also recorded a trade deficit for ICT products in 2002, equal to almost EUR 10 billion. With the exception of Lithuania and Malta, each of the 13 candidates recorded a trade deficit, the largest of which were registered by Hungary (EUR 3.5 billion), Poland (EUR 2.0 billion), the Czech Republic (EUR 1.7 billion) and Turkey (EUR 1.2 billion). The Czech Republic and Hungary were the only candidate countries to report that they exported more than EUR 1 billion of ICT goods in 2002.

The ICT share in total imports and exports varied considerably between countries (see tables 3.4.2a and 3.4.2b). ICT exports accounted for more than 10 % of manufactured goods that were exported in 2002 in Finland (23.0 %), Ireland (21.8 %), Sweden (17.5 %), the Netherlands (14.0 %) and the United Kingdom (12.6 %). Eight of the Member States reported that ICT imports accounted for more than 10 % of total manufactured imports. Shares rose to over 20 % in the Netherlands, Ireland and Luxembourg (where 42.1 % of all imported manufactured goods were ICT products).

Looking at the same indicators for the candidate countries, the Czech Republic, Hungary and Malta were the only candidates to report that more than 10 % of their total manufactured exports were accounted for by ICT products. The share in Malta rose to 81.2 %. Aside from Malta (50.1 %), the highest proportion of ICT imports in total manufactured imports was recorded in Hungary (31.6 %), followed by the Czech Republic (17.6 %).

Table 3.4.1a: External trade, 2002 (EUR million)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
ICT exports	92 334	2 326	1 738	23 703	346	1 522	11 890	7 111	4 727	197	8 242	2 834	371	5 065	6 925	15 337
ICT imports	129 780	4 439	1 466	34 036	649	3 647	12 655	5 766	5 952	1 264	23 917	4 307	560	1 811	3 017	26 295
ICT trade balance	-37 446	-2 113	272	-10 333	-303	-2 124	-764	1 345	-1 225	-1 067	-15 675	-1 473	-189	3 254	3 908	-10 958
ICT share in total exports (%)	9.3	3.8	8.5	8.1	5.7	4.1	8.8	21.8	3.8	12.7	14.0	8.8	6.9	23.0	17.5	12.6
ICT share in total imports (%)	13.1	7.3	9.7	14.7	4.1	6.4	10.7	31.3	5.4	42.1	21.9	15.9	6.0	14.1	12.5	15.1
Country share in the sum of EU-15 total exports (%)	~	2.5	1.9	25.7	0.4	1.6	12.9	7.7	5.1	0.2	8.9	3.1	0.4	5.5	7.5	16.6
Country share in the sum of EU-15 total imports (%)	~	3.4	1.1	26.2	0.5	2.8	9.8	4.4	4.6	1.0	18.4	3.3	0.4	1.4	2.3	20.3

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Table 3.4.1b: External trade, 2002 (EUR million)

	IS	NO	CH	BG(1)	CY(2)	CZ	EE	HU(2)	LV	LT(2)	MT(2)	PL	RO	SK	SI(2)	TR
ICT exports	3	764	1 630	31	0	1 321	127	1 459	26	188	901	671	247	173	241	668
ICT imports	95	1 625	1 836	179	135	2 988	281	4 975	87	147	552	2 702	796	623	384	1 864
ICT trade balance	-92	-860	-206	-148	-134	-1 667	-155	-3 516	-61	41	348	-2 031	-549	-451	-143	-1 195
ICT share in total exports (%)	0.5	4.8	4.3	1.2	0.2	10.4	6.5	16.7	2.7	7.0	81.2	5.2	5.2	3.0	6.2	3.7
ICT share in total imports (%)	8.3	13.3	9.4	4.5	6.3	17.6	9.8	31.6	4.3	4.0	50.1	11.9	10.2	7.5	10.4	6.4

(1) 2000.

(2) 2001.

Source: Comext (EFTA (HS) SINCE 1988; COMTRADE HS SINCE 1988).

Table 3.4.2a: External trade (EUR million)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
ICT exports																
1996	61 884	:	885	14 885	86	1 631	8 796	3 653	4 166	:	3 701	1 216	300	2 414	5 726	13 049
1997	76 072	:	1 106	17 490	147	1 751	11 176	5 131	4 125	:	4 704	2 070	296	3 173	7 172	15 845
1998	81 695	:	1 120	18 213	158	1 895	12 575	6 075	4 094	:	6 437	2 199	283	3 674	6 730	16 026
1999	90 549	1 946	1 308	20 585	197	1 711	13 529	7 562	4 446	71	7 323	2 418	215	4 178	8 263	16 796
2000	124 896	3 705	1 501	27 695	467	2 100	17 732	10 205	6 733	153	9 545	3 236	530	6 296	11 384	23 613
2001	121 427	3 384	1 523	29 397	431	1 951	17 170	10 848	7 649	160	10 091	3 185	586	5 645	7 731	21 676
2002	92 334	2 326	1 738	23 703	346	1 522	11 890	7 111	4 727	197	8 242	2 834	371	5 065	6 925	15 337
ICT imports																
1996	87 164	:	949	20 933	269	2 227	10 690	4 201	4 541	:	13 150	1 228	574	1 276	2 420	22 411
1997	102 644	:	1 063	23 217	306	2 549	12 799	5 132	4 715	:	17 921	1 518	581	1 419	2 810	25 948
1998	117 724	:	1 111	26 192	320	2 928	13 931	6 846	4 869	:	23 649	1 751	623	1 590	2 773	27 837
1999	133 335	3 855	1 169	29 829	402	3 011	14 762	7 875	5 435	391	27 607	2 021	735	1 711	3 110	31 423
2000	187 320	5 641	1 432	42 841	558	4 040	19 812	9 472	7 568	928	38 431	3 566	916	3 012	4 846	44 256
2001	171 227	5 768	1 606	40 394	601	4 054	16 814	8 470	6 964	1 314	35 901	4 204	1 056	2 536	3 547	37 999
2002	129 780	4 439	1 466	34 036	649	3 647	12 655	5 766	5 952	1 264	23 917	4 307	560	1 811	3 017	26 295
ICT trade balance																
1996	-25 280	:	-64	-6 048	-183	-596	-1 895	-548	-375	:	-9 448	-12	-274	1 139	3 306	-9 362
1997	-26 572	:	43	-5 727	-159	-797	-1 623	-1	-590	:	-13 217	552	-284	1 753	4 362	-10 103
1998	-36 029	:	9	-7 979	-162	-1 034	-1 356	-771	-775	:	-17 211	448	-340	2 084	3 957	-11 811
1999	-42 787	-1 910	139	-9 243	-204	-1 301	-1 233	-313	-989	-321	-20 284	397	-519	2 467	5 153	-14 627
2000	-62 424	-1 936	69	-15 145	-91	-1 940	-2 080	733	-835	-775	-28 886	-330	-386	3 284	6 538	-20 643
2001	-49 800	-2 384	-83	-10 997	-170	-2 103	356	2 378	685	-1 153	-25 809	-1 019	-469	3 109	4 184	-16 323
2002	-37 446	-2 113	272	-10 333	-303	-2 124	-764	1 345	-1 225	-1 067	-15 675	-1 473	-189	3 254	3 908	-10 958
ICT share in total exports (%)																
1996	9.9	:	6.5	8.5	2.0	6.0	9.7	33.3	4.7	:	11.2	7.4	8.0	16.4	20.0	15.1
1997	10.5	:	7.6	8.7	3.0	6.2	11.0	35.1	4.3	:	12.3	10.3	7.3	18.5	22.1	14.4
1998	11.1	:	7.6	8.6	3.5	6.6	11.7	34.5	4.3	:	16.0	10.7	7.1	21.4	21.2	15.6
1999	11.9	4.9	8.4	9.5	4.1	6.1	11.8	33.3	4.8	6.3	17.4	10.5	5.6	24.9	24.9	15.9
2000	13.3	7.1	8.2	10.7	7.0	5.7	13.1	33.1	5.8	10.6	17.7	11.4	10.2	28.4	27.4	17.8
2001	12.4	6.6	7.7	10.3	6.4	5.3	12.1	31.8	6.1	10.5	18.4	10.5	11.1	25.3	20.2	16.7
2002	9.3	3.8	8.5	8.1	5.7	4.1	8.8	21.8	3.8	12.7	14.0	8.8	6.9	23.0	17.5	12.6
ICT share in total imports (%)																
1996	15.0	:	9.0	14.6	3.4	7.6	14.4	46.5	7.1	:	22.8	8.9	8.7	14.8	14.6	21.6
1997	15.3	:	9.0	14.5	3.7	7.3	14.9	42.9	6.5	:	25.7	9.9	7.9	14.3	15.1	20.7
1998	16.6	:	9.0	15.2	3.4	8.2	15.6	46.3	6.6	:	32.4	10.7	8.3	15.8	14.8	20.8
1999	17.1	8.4	9.0	15.9	4.2	7.6	15.0	46.9	6.8	20.3	31.8	10.9	9.0	16.4	15.0	22.0
2000	18.1	9.4	9.1	17.6	3.9	7.1	15.5	45.4	6.8	43.8	33.3	14.6	8.5	21.2	17.2	23.5
2001	16.7	9.5	10.0	16.6	4.1	7.1	13.2	43.8	6.1	45.8	31.9	15.8	9.6	19.1	14.6	20.4
2002	13.1	7.3	9.7	14.7	4.1	6.4	10.7	31.3	5.4	42.1	21.9	15.9	6.0	14.1	12.5	15.1
Country share in the sum of EU-15 total exports (%)																
1996	-	:	1.4	24.1	0.1	2.6	14.2	5.9	6.7	:	6.0	2.0	0.5	3.9	9.3	21.1
1997	-	:	1.5	23.0	0.2	2.3	14.7	6.7	5.4	:	6.2	2.7	0.4	4.2	9.4	20.8
1998	-	:	1.4	22.3	0.2	2.3	15.4	7.4	5.0	:	7.9	2.7	0.3	4.5	8.2	19.6
1999	-	2.1	1.4	22.7	0.2	1.9	14.9	8.4	4.9	0.1	8.1	2.7	0.2	4.6	9.1	18.5
2000	-	3.0	1.2	22.2	0.4	1.7	14.2	8.2	5.4	0.1	7.6	2.6	0.4	5.0	9.1	18.9
2001	-	2.8	1.3	24.2	0.4	1.6	14.1	8.9	6.3	0.1	8.3	2.6	0.5	4.6	6.4	17.9
2002	-	2.5	1.9	25.7	0.4	1.6	12.9	7.7	5.1	0.2	8.9	3.1	0.4	5.5	7.5	16.6
Country share in the sum of EU-15 total imports (%)																
1996	-	:	1.1	24.0	0.3	2.6	12.3	4.8	5.2	:	15.1	1.4	0.7	1.5	2.8	25.7
1997	-	:	1.0	22.6	0.3	2.5	12.5	5.0	4.6	:	17.5	1.5	0.6	1.4	2.7	25.3
1998	-	:	0.9	22.2	0.3	2.5	11.8	5.8	4.1	:	20.1	1.5	0.5	1.4	2.4	23.6
1999	-	2.9	0.9	22.4	0.3	2.3	11.1	5.9	4.1	0.3	20.7	1.5	0.6	1.3	2.3	23.6
2000	-	3.0	0.8	22.9	0.3	2.2	10.6	5.1	4.0	0.5	20.5	1.9	0.5	1.6	2.6	23.6
2001	-	3.4	0.9	23.6	0.4	2.4	9.8	4.9	4.1	0.8	21.0	2.5	0.6	1.5	2.1	22.2
2002	-	3.4	1.1	26.2	0.5	2.8	9.8	4.4	4.6	1.0	18.4	3.3	0.4	1.4	2.3	20.3

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

3. THE ICT MARKET

Table 3.4.2b: External trade (EUR million)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
ICT exports																
1996	1	529	1 447	42	0	293	29	114	10	70	387	172	11	102	154	217
1997	1	626	1 543	50	0	339	79	198	22	148	384	213	12	149	165	215
1998	1	587	1 507	26	0	335	60	732	22	104	519	295	15	139	166	277
1999	1	657	1 840	23	0	406	46	1 140	23	84	670	229	43	120	140	291
2000	3	781	2 192	31	1	741	68	1 765	28	145	1 393	440	95	145	188	482
2001	2	868	2 201	:	0	812	136	1 459	22	188	901	548	111	193	241	679
2002	3	764	1 630	:	:	1 321	127	:	26	:	:	671	247	173	:	668
ICT imports																
1996	70	1 116	1 809	65	94	943	84	434	35	61	248	1 219	230	193	227	854
1997	73	1 379	1 856	69	92	978	160	1 253	69	147	235	1 544	323	477	269	1 133
1998	92	1 489	1 856	84	105	1 212	199	1 719	90	129	344	1 972	447	518	289	1 260
1999	92	1 539	2 226	136	120	1 173	216	2 196	68	110	440	2 137	371	431	326	1 444
2000	117	1 800	2 842	179	147	1 645	458	4 342	79	115	904	2 839	778	541	344	2 451
2001	99	1 775	2 464	:	135	2 544	587	4 975	84	147	552	2 967	852	681	384	1 562
2002	95	1 625	1 836	:	:	2 988	281	:	87	:	:	2 702	796	623	:	1 864
ICT trade balance																
1996	-69	-587	-362	-23	-93	-650	-55	-320	-25	10	140	-1 047	-219	-90	-74	-637
1997	-72	-753	-313	-19	-92	-639	-80	-1 055	-47	1	148	-1 331	-311	-328	-104	-918
1998	-91	-903	-349	-57	-105	-877	-139	-987	-68	-25	175	-1 677	-432	-380	-122	-983
1999	-91	-882	-386	-113	-119	-767	-170	-1 056	-45	-26	229	-1 908	-328	-311	-187	-1 153
2000	-114	-1 019	-651	-148	-147	-905	-390	-2 577	-51	30	489	-2 399	-683	-396	-156	-1 970
2001	-97	-908	-263	:	-134	-1 733	-452	-3 516	-63	41	348	-2 419	-741	-488	-143	-883
2002	-92	-860	-206	:	:	-1 667	-155	:	-61	:	:	-2 031	-549	-451	:	-1 195
ICT share in total exports (%)																
1996	0.1	5.9	5.7	1.8	0.1	4.1	3.6	3.1	1.6	4.0	74.4	2.6	0.4	3.0	6.6	2.4
1997	0.1	6.3	5.7	2.0	0.0	4.2	5.9	3.9	2.9	6.4	69.5	2.6	0.4	3.3	6.1	1.7
1998	0.2	7.2	5.7	1.4	0.0	3.9	4.6	12.7	3.2	5.1	74.0	3.6	0.6	3.3	6.0	2.3
1999	0.2	5.9	6.3	1.3	0.1	5.2	4.3	20.4	3.8	6.0	80.2	3.0	1.6	3.1	5.1	2.5
2000	0.5	5.3	6.1	1.2	0.3	7.5	5.2	23.5	3.9	6.7	88.4	4.2	2.4	2.8	5.5	3.4
2001	0.3	5.8	6.0	:	0.2	7.0	7.6	16.7	2.5	7.0	81.2	4.4	2.7	3.4	6.2	4.0
2002	0.5	4.8	4.3	:	:	10.4	6.5	:	2.7	:	:	5.2	5.2	3.0	:	3.7
ICT share in total imports (%)																
1996	10.0	14.2	13.8	2.5	5.8	11.5	9.3	8.6	3.8	2.9	35.7	11.5	5.3	4.4	9.4	5.4
1997	9.8	14.5	12.1	2.6	5.4	10.6	10.0	17.8	6.1	5.5	36.6	11.3	6.8	8.2	10.0	5.4
1998	9.6	14.9	11.2	3.4	7.1	12.5	11.7	20.7	7.1	5.0	47.1	13.2	10.0	9.0	10.5	6.5
1999	8.8	15.4	13.4	5.2	7.4	12.0	13.3	23.5	5.4	4.8	47.8	14.2	9.6	8.5	11.1	8.0
2000	9.7	13.5	12.4	4.5	7.3	12.4	19.1	30.2	4.8	3.6	61.5	13.6	12.7	7.7	9.8	8.2
2001	8.7	14.6	11.0	:	6.3	16.4	20.9	31.6	4.5	4.0	50.1	13.8	11.6	8.2	10.4	6.1
2002	8.3	13.3	9.4	:	:	17.6	9.8	:	4.3	:	:	11.9	10.2	7.5	:	6.4

Source: Comext (EFTA (HS) SINCE 1988; COMTRADE HS SINCE 1988).

Table 3.4.3a: External trade by product groupings, 2002

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Exports (EUR million)																
Office machinery and computers (Division 30)	28 570	781	445	5 567	43	273	2 554	5 707	1 011	123	5 419	611	137	251	524	5 123
Insulated wire and cable (Group 31.3)	3 822	112	32	1 137	69	187	636	70	355	2	147	229	54	152	282	358
Electronic valves, tubes, other components (Group 32.1)	7 816	246	33	2 532	2	195	954	58	644	40	297	840	50	169	193	1 564
TV & radio transmitters, telecoms apparatus (Group 32.2)	23 425	483	357	5 717	173	356	3 301	979	1 091	8	859	366	65	3 512	3 478	2 682
TV & radio receivers, sound/video apparatus (Group 32.3)	10 008	477	385	1 947	29	286	1 819	112	560	8	513	359	46	524	1 649	1 294
Instruments for measuring, checking etc. (Group 33.2)	18 692	227	486	6 802	30	226	2 626	185	1 066	17	1 007	429	18	458	799	4 316
Total ICT exports	92 334	2 326	1 738	23 703	346	1 522	11 890	7 111	4 727	197	8 242	2 834	371	5 065	6 925	15 337
Total exports (all products)	990 757	60 694	20 335	292 833	6 103	37 492	135 376	32 659	123 938	1 551	58 678	32 100	5 406	22 025	39 578	121 991
Imports (EUR million)																
Office machinery and computers (Division 30)	60 376	1 801	598	15 691	135	758	4 336	4 118	1 638	1 086	17 134	650	98	153	540	11 640
Insulated wire and cable (Group 31.3)	3 438	102	45	1 019	20	149	398	100	345	8	242	184	21	54	143	607
Electronic valves, tubes, other components (Group 32.1)	8 569	267	70	2 813	10	300	892	414	467	63	254	679	43	235	184	1 876
TV & radio transmitters, telecoms apparatus (Group 32.2)	17 132	341	189	3 735	142	492	1 447	667	960	45	2 143	1 964	102	422	699	3 783
TV & radio receivers, sound/video apparatus (Group 32.3)	25 214	1 498	385	6 478	154	1 562	3 209	268	1 453	56	2 868	477	209	778	979	4 842
Instruments for measuring, checking etc. (Group 33.2)	15 052	429	179	4 300	188	385	2 372	199	1 089	6	1 275	353	87	170	472	3 547
Total ICT imports	129 780	4 439	1 466	34 036	649	3 647	12 655	5 766	5 952	1 264	23 917	4 307	560	1 811	3 017	26 295
Total imports (all products)	987 454	60 749	15 177	232 169	15 817	56 878	118 210	18 446	110 730	3 001	109 316	27 037	9 379	12 800	24 062	173 683
Share of ICT in total exports (%)	9.3	3.8	8.5	8.1	5.7	4.1	8.8	21.8	3.8	12.7	14.0	8.8	6.9	23.0	17.5	12.6
Share of ICT in total imports (%)	13.1	7.3	9.7	14.7	4.1	6.4	10.7	31.3	5.4	42.1	21.9	15.9	6.0	14.1	12.5	15.1
Trade balance (EUR million)																
Office machinery and computers (Division 30)	-31 806	-1 020	-152	-10 124	-93	-486	-1 782	1 589	-627	-963	-11 715	-39	39	98	-16	-6 517
Insulated wire and cable (Group 31.3)	384	10	-13	118	49	38	238	-31	10	-6	-95	45	33	98	140	-249
Electronic valves, tubes, other components (Group 32.1)	-753	-22	-38	-281	-8	-106	62	-355	177	-24	42	161	7	-66	9	-312
TV & radio transmitters, telecoms apparatus (Group 32.2)	6 294	142	168	1 982	31	-136	1 853	312	130	-37	-1 284	-1 598	-37	3 090	2 778	-1 101
TV & radio receivers, sound/video apparatus (Group 32.3)	-15 206	-1 021	1	-4 530	-125	-1 275	-1 390	-156	-893	-48	-2 355	-118	-163	-254	670	-3 548
Instruments for measuring, checking etc. (Group 33.2)	3 641	-202	307	2 502	-158	-159	254	-14	-23	10	-268	76	-68	288	327	769
Total ICT	-37 446	-2 113	272	-10 333	-303	-2 124	-764	1 345	-1 225	-1 067	-15 675	-1 473	-189	3 254	3 908	-10 958
Share of total ICT exports (%)																
Office machinery and computers (Division 30)	30.9	33.6	25.6	23.5	12.3	17.9	21.5	80.3	21.4	62.6	65.8	21.6	36.9	5.0	7.6	33.4
Insulated wire and cable (Group 31.3)	4.1	4.8	1.8	4.8	19.9	12.3	5.4	1.0	7.5	1.0	1.8	8.1	14.6	3.0	4.1	2.3
Electronic valves, tubes, other components (Group 32.1)	8.5	10.6	1.9	10.7	0.6	12.8	8.0	0.8	13.6	20.1	3.6	29.6	13.5	3.3	2.8	10.2
TV & radio transmitters, telecoms apparatus (Group 32.2)	25.4	20.8	20.5	24.1	50.1	23.4	27.8	13.8	23.1	3.9	10.4	12.9	17.7	69.3	50.2	17.5
TV & radio receivers, sound/video apparatus (Group 32.3)	10.8	20.5	22.2	8.2	8.4	18.8	15.3	1.6	11.8	4.0	6.2	12.7	12.5	10.3	23.8	8.4
Instruments for measuring, checking etc. (Group 33.2)	20.2	9.7	27.9	28.7	8.8	14.9	22.1	2.6	22.6	8.4	12.2	15.1	4.9	9.0	11.5	28.1
Share of total ICT imports (%)																
Office machinery and computers (Division 30)	46.5	40.6	40.8	46.1	20.8	20.8	34.3	71.4	27.5	85.9	71.6	15.1	17.5	8.4	17.9	44.3
Insulated wire and cable (Group 31.3)	2.6	2.3	3.1	3.0	3.0	4.1	3.1	1.7	5.8	0.6	1.0	4.3	3.8	3.0	4.7	2.3
Electronic valves, tubes, other components (Group 32.1)	6.6	6.0	4.8	8.3	1.6	8.2	7.0	7.2	7.8	5.0	1.1	15.8	7.6	13.0	6.1	7.1
TV & radio transmitters, telecoms apparatus (Group 32.2)	13.2	7.7	12.9	11.0	21.9	13.5	11.4	11.6	16.1	3.5	9.0	45.6	18.2	23.3	23.2	14.4
TV & radio receivers, sound/video apparatus (Group 32.3)	19.4	33.7	26.2	19.0	23.7	42.8	25.4	4.6	24.4	4.4	12.0	11.1	37.3	42.9	32.5	18.4
Instruments for measuring, checking etc. (Group 33.2)	11.6	9.7	12.2	12.6	29.0	10.6	18.7	3.4	18.3	0.5	5.3	8.2	15.5	9.4	15.6	13.5
Export specialisation among EU-15 (100=average for 15 Member States)																
Office machinery and computers (Division 30)	-	108.6	82.8	75.9	39.8	57.9	69.4	259.4	69.1	202.5	212.5	69.7	119.1	16.0	24.5	107.9
Insulated wire and cable (Group 31.3)	-	116.6	44.4	115.9	480.4	296.3	129.3	23.7	181.4	24.8	43.0	195.3	351.9	72.3	98.5	56.5
Electronic valves, tubes, other components (Group 32.1)	-	124.8	22.3	126.2	6.7	151.0	94.8	9.7	160.9	237.3	42.5	350.2	159.0	39.5	32.9	120.5
TV & radio transmitters, telecoms apparatus (Group 32.2)	-	81.8	80.9	95.1	197.4	92.2	109.4	54.2	90.9	15.3	41.1	50.9	69.6	273.3	197.9	68.9
TV & radio receivers, sound/video apparatus (Group 32.3)	-	189.2	204.6	75.8	77.1	173.4	141.1	14.5	109.3	36.5	57.4	116.9	115.5	95.4	219.7	77.8
Instruments for measuring, checking etc. (Group 33.2)	-	48.1	138.0	141.8	43.5	73.4	109.1	12.9	111.4	41.5	60.3	74.8	24.4	44.6	57.0	139.0
Import specialisation among EU-15 (100=average for 15 Member States)																
Office machinery and computers (Division 30)	-	87.2	87.7	99.1	44.8	44.7	73.7	153.5	59.2	184.7	154.0	32.4	37.5	18.1	38.5	95.1
Insulated wire and cable (Group 31.3)	-	87.1	116.5	113.0	114.5	153.9	118.8	65.7	218.6	24.0	38.2	161.7	144.1	112.0	178.3	87.2
Electronic valves, tubes, other components (Group 32.1)	-	91.2	72.8	125.2	24.3	124.7	106.7	108.6	118.8	75.6	16.1	238.8	115.6	196.9	92.5	108.1
TV & radio transmitters, telecoms apparatus (Group 32.2)	-	58.2	97.8	83.1	165.7	102.3	86.6	87.6	122.2	26.8	67.9	345.4	138.2	176.4	175.6	109.0
TV & radio receivers, sound/video apparatus (Group 32.3)	-	173.7	135.1	98.0	121.8	220.4	130.5	23.9	125.6	22.8	61.7	57.0	192.2	221.0	167.0	94.8
Instruments for measuring, checking etc. (Group 33.2)	-	83.3	105.0	108.9	250.1	91.1	161.6	29.7	157.8	4.2	46.0	70.6	133.6	80.9	134.8	116.3

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

3. THE ICT MARKET

Table 3.4.3b: External trade by product groupings, 2002

	IS	NO	CH	BG (1)	CY (2)	CZ	EE	HU (2)	LV	LT (2)	MT (2)	PL	RO	SK	SI (2)	TR
Exports (EUR million)																
Office machinery and computers (Division 30)	1	85	179	11	0	597	13	717	5	26	7	24	5	19	12	24
Insulated wire and cable (Group 31.3)	0	74	77	9	0	103	16	40	1	5	0	98	9	22	7	283
Electronic valves, tubes, other components (Group	0	8	180	4	0	320	3	196	0	101	891	208	6	27	20	12
TV & radio transmitters, telecoms apparatus (Group	0	203	214	3	0	85	53	177	8	18	0	70	39	10	129	55
TV & radio receivers, sound/video apparatus (Group	0	109	63	1	0	99	34	273	3	19	1	197	181	61	19	269
Instruments for measuring, checking etc. (Group 33.2)	2	284	917	3	0	117	7	56	10	19	1	74	8	34	55	26
Total ICT exports	3	764	1 630	31	0	1 321	127	1 459	26	188	901	671	247	173	241	668
Total exports (all products)	689	15 776	38 088	2 550	213	12 710	1 961	8 724	956	2 672	1 109	12 984	4 796	5 751	3 892	17 900
Imports (EUR million)																
Office machinery and computers (Division 30)	36	874	731	77	79	1 843	83	1 329	24	39	43	1 173	261	212	171	614
Insulated wire and cable (Group 31.3)	2	34	42	22	7	94	7	154	14	19	7	81	49	78	31	48
Electronic valves, tubes, other components (Group	2	43	109	15	1	220	74	2 346	2	23	467	234	88	98	65	499
TV & radio transmitters, telecoms apparatus (Group	14	152	192	16	11	302	32	264	23	17	10	509	176	53	43	221
TV & radio receivers, sound/video apparatus (Group	22	378	426	32	28	347	69	758	16	32	11	526	131	130	46	261
Instruments for measuring, checking etc. (Group 33.2)	19	145	337	16	8	183	15	125	8	17	15	179	90	52	28	221
Total ICT imports	95	1 625	1 836	179	135	2 988	281	4 975	87	147	552	2 702	796	623	384	1 864
Total imports (all products)	1 143	12 223	19 513	3 936	2 146	16 990	2 874	15 763	2 016	3 690	1 102	22 613	7 802	8 284	3 677	29 077
Share of ICT in total exports (%)	0.5	4.8	4.3	1.2	0.2	10.4	6.5	16.7	2.7	7.0	81.2	5.2	5.2	3.0	6.2	3.7
Share of ICT in total imports (%)	8.3	13.3	9.4	4.5	6.3	17.6	9.8	31.6	4.3	4.0	50.1	11.9	10.2	7.5	10.4	6.4
Trade balance (EUR million)																
Office machinery and computers (Division 30)	-36	-789	-552	-67	-79	-1 246	-70	-612	-19	-13	-36	-1 149	-257	-193	-159	-591
Insulated wire and cable (Group 31.3)	-2	40	35	-13	-7	9	9	-113	-13	-14	-6	17	-40	-57	-24	235
Electronic valves, tubes, other components (Group	-2	-34	71	-11	-1	100	-71	-2 150	-1	78	424	-27	-82	-71	-46	-487
TV & radio transmitters, telecoms apparatus (Group	-14	52	22	-13	-11	-217	22	-87	-15	2	-10	-438	-137	-43	86	-166
TV & radio receivers, sound/video apparatus (Group	-22	-269	-363	-31	-28	-248	-36	-485	-14	-13	-10	-329	49	-69	-27	8
Instruments for measuring, checking etc. (Group 33.2)	-17	139	580	-13	-8	-66	-8	-69	2	2	-13	-104	-82	-18	27	-195
Total ICT	-92	-860	-206	-148	-134	-1 667	-155	-3 516	-61	41	348	-2 031	-549	-451	-143	-1 195
Share of total ICT exports (%)																
Office machinery and computers (Division 30)	18.3	11.1	11.0	34.0	84.3	45.2	10.3	49.1	17.5	14.0	0.8	3.6	1.9	11.0	4.9	3.6
Insulated wire and cable (Group 31.3)	1.6	9.7	4.7	29.4	1.2	7.8	12.6	2.8	4.7	2.5	0.0	14.6	3.5	12.6	3.1	42.4
Electronic valves, tubes, other components (Group	1.5	1.1	11.0	12.7	0.0	24.2	2.3	13.4	1.2	53.6	98.9	31.0	2.5	15.7	8.1	1.8
TV & radio transmitters, telecoms apparatus (Group	6.4	26.6	13.1	8.1	0.0	6.4	42.2	12.1	29.1	9.7	0.0	10.5	15.8	5.8	53.5	8.2
TV & radio receivers, sound/video apparatus (Group	3.6	14.2	3.9	4.8	4.7	7.5	26.7	18.7	10.1	10.2	0.1	29.3	73.2	35.5	7.7	40.2
Instruments for measuring, checking etc. (Group 33.2)	68.5	37.2	56.3	11.0	9.8	8.9	5.9	3.8	37.4	9.9	0.2	11.1	3.1	19.4	22.7	3.9
Share of total ICT imports (%)																
Office machinery and computers (Division 30)	38.3	53.8	39.8	43.1	59.0	61.7	29.7	26.7	27.6	26.5	7.8	43.4	32.8	34.0	44.4	33.0
Insulated wire and cable (Group 31.3)	2.1	2.1	2.3	12.3	4.8	3.1	2.6	3.1	16.4	12.7	1.2	3.0	6.1	12.6	8.2	2.6
Electronic valves, tubes, other components (Group	1.7	2.6	5.9	8.5	1.1	7.4	26.4	47.1	1.9	15.8	84.5	8.7	11.1	15.7	17.0	26.8
TV & radio transmitters, telecoms apparatus (Group	14.5	9.3	10.4	8.9	7.8	10.1	11.2	5.3	26.4	11.4	1.8	18.8	22.2	8.5	11.2	11.9
TV & radio receivers, sound/video apparatus (Group	23.2	23.3	23.2	18.0	21.1	11.6	24.7	15.2	18.7	21.9	2.0	19.5	16.5	20.9	12.0	14.0
Instruments for measuring, checking etc. (Group 33.2)	20.2	8.9	18.4	9.2	6.2	6.1	5.4	2.5	9.0	11.7	2.7	6.6	11.3	8.3	7.2	11.8

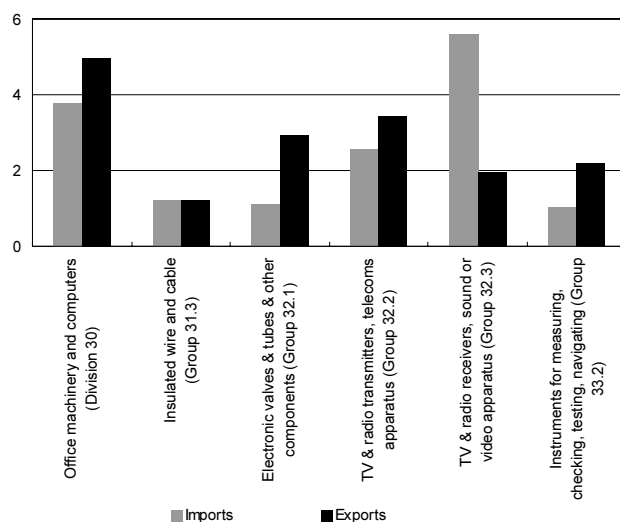
(1) 2000.

(2) 2001.

Source: Comext (EFTA (HS) SINCE 1988; COMTRADE HS SINCE 1988).

3.5 EU'S EXTERNAL TRADE PARTNERS

Figure 3.5.1: EU's external trade with candidate countries, broken down by product groupings, 2002 (EUR billion)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

The EU's main export partners for ICT trade are the United States and the candidate countries (see table 3.5.1), which together accounted for 38 % of ICT exports in 2002. Between 1997 and 2002 the largest increase in EU exports by partner was recorded for those destined for the candidate countries; their share rose from 13.8 % to 18.1 % of the total. In contrast, the export share of the southern and eastern Asian countries, especially the NICs, declined during the same period.

As there was a sharp increase in the share of EU exports of ICT products that were destined for the candidate countries, there was also a reciprocal increase in the share of EU ICT imports that originated from the candidate countries (see table 3.5.2). Their share of the EU's total ICT imports rose from 4.6 % in 1997 to 11.8 % by 2002. This was not the largest gain, however, as China gained 10.1 percentage points, such that by 2002 it accounted for 16.0 % of the EU's ICT imports. As a result, China became the third largest supplier onto the EU market behind the United States and the four original NICs (Hong Kong, South Korea, Singapore and Taiwan).

Table 3.5.1: ICT exports by partner

	1997 (%)	2002 (%)	(% points)
United States	19.7	19.9	0.2
Candidate countries (13)	13.8	18.1	4.3
EFTA (Iceland, Norway, Switzerland, Liechtenstein)	8.6	9.8	1.2
NIC1 (Hong Kong, South Korea, Singapore, Taiwan)	14.9	8.6	-6.2
Other Middle East (Bahrain, Iraq, Iran, Kuwait, Oman, Qatar, Saudi Arabia, UAE, Yemen)	3.6	6.0	2.4
Other Euro-med (Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, the Palestinian Authority, Syria, Tunisia)	3.3	4.4	1.1
Russian Federation	2.9	4.3	1.4
NIC2 (Malaysia, Philippines, Thailand, Indonesia)	7.7	4.1	-3.6
Japan	5.0	4.0	-1.1
China	3.2	4.0	0.8
Central and South America (Mexico, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama, Colombia, Venezuela, Ecuador, Peru, Brazil, Chile, Bolivia, Paraguay, Uruguay, Argentina, Belize, Suriname, Guyana)	5.0	3.2	-1.8
South Africa	2.0	2.1	0.1
Canada	1.2	1.5	0.3
Australia	1.8	1.3	-0.6
Other	7.4	8.8	1.4
Total	100.0	100.0	~

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Table 3.5.2: ICT imports by partner

	1997 (%)	2002 (%)	(% points)
United States	28.6	21.0	-7.7
NIC1 (Hong Kong, South Korea, Singapore, Taiwan)	21.9	20.3	-1.6
Japan	17.4	12.9	-4.5
China	5.9	16.0	10.1
NIC2 (Malaysia, Philippines, Thailand, Indonesia)	10.4	9.5	-1.0
Candidate countries (13)	4.6	11.8	7.2
EFTA (IS, NO, CH, LI)	3.2	3.0	-0.3
Other Euro-med (Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, the Palestinian Authority, Syria, Tunisia)	1.5	1.5	0.0
Canada	1.4	1.3	-0.2
Central and South America (Mexico, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama, Colombia, Venezuela, Ecuador, Peru, Brazil, Chile, Bolivia, Paraguay, Uruguay, Argentina, Belize, Suriname, Guyana)	0.6	1.3	0.7
Other Middle East (Bahrain, Iraq, Iran, Kuwait, Oman, Qatar, Saudi Arabia, UAE, Yemen)	0.5	0.6	0.0
Australia	0.2	0.3	0.0
South Africa	0.1	0.2	0.1
Russian Federation	0.0	0.1	0.0
Other	3.5	0.7	-2.8
Total	100.0	100.0	~

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

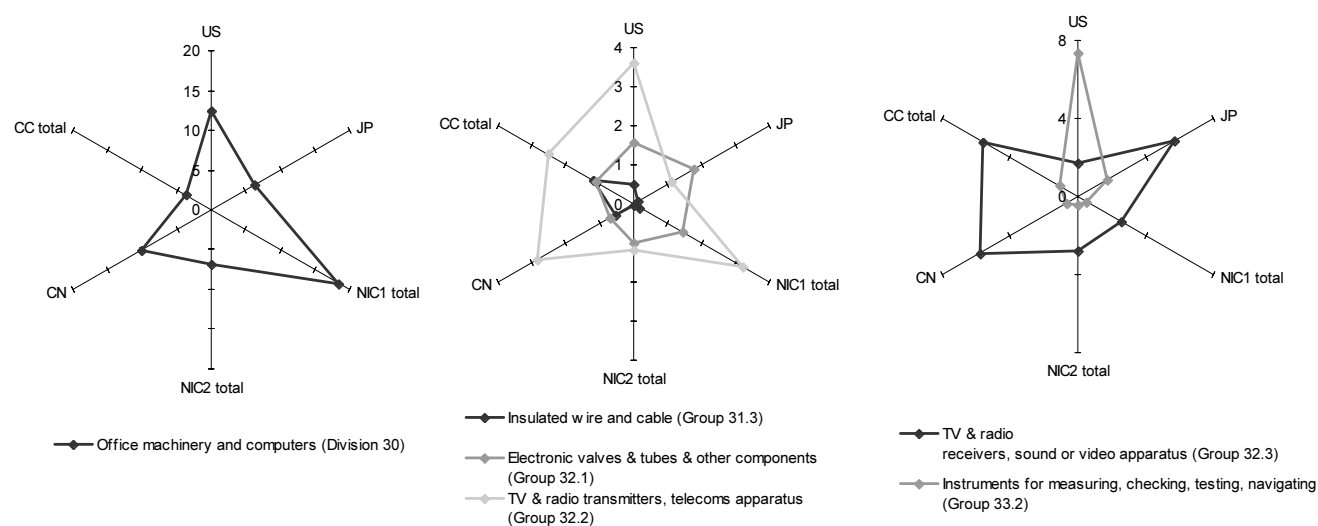
3. THE ICT MARKET

Table 3.5.3: EU's external trade with selected partner countries, broken down by product groupings, 2002 (EUR million)

	Office machinery and computers (Division 30)	Insulated wire and cable (Group 31.3)	Electronic valves & tubes & other components (Group 32.1)	TV & radio transmitters, telecoms apparatus (Group 32.2)	TV & radio receivers, sound or video apparatus (Group 32.3)	Instruments for measuring, checking, testing, navigating (Group 33.2)	ICT total
Exports							
US	6 424	351	1 144	3 204	1 830	5 411	18 364
JP	1 526	61	194	470	382	1 036	3 669
NIC1 total	2 256	248	825	2 046	816	1 778	7 969
NIC2 total	663	160	812	1 346	411	368	3 760
CN	653	147	313	982	662	893	3 650
CC total	4 945	1 214	2 941	3 444	1 971	2 194	16 709
Imports							
US	12 460	512	1 570	3 614	1 720	7 332	27 208
JP	6 306	106	1 789	1 094	5 684	1 701	16 679
NIC1 total	18 374	196	1 411	3 216	2 590	503	26 290
NIC2 total	6 858	52	987	1 195	2 766	442	12 301
CN	10 200	552	700	2 869	5 801	657	20 779
CC total	3 766	1 208	1 099	2 540	5 597	1 038	15 249
Trade balance							
US	-6 036	-161	-426	-410	111	-1 921	-8 844
JP	-4 780	-45	-1 594	-625	-5 302	-665	-13 010
NIC1 total	-16 118	52	-586	-1 170	-1 774	1 275	-18 321
NIC2 total	-6 196	107	-175	151	-2 355	-74	-8 541
CN	-9 547	-405	-387	-1 886	-5 139	237	-17 128
CC total	1 179	6	1 841	903	-3 627	1 156	1 459

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Figure 3.5.2: EU's imports from selected partner countries, by product groupings, 2002 (EUR billion)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

4. ICT PENETRATION

4.1 TELEPHONE INFRASTRUCTURE AND USE

For most of the products covered in this chapter there has been a fairly rapid take-up of technology, as product life-cycles have been seen to be faster for modern ICT goods than more traditional manufactured products. Nevertheless, many new ICT products have yet to reach maturity and saturation, as is the case for more traditional domestic appliances, such as television sets or white household goods.

One such ICT product where the product life-cycle has reached maturity is the telephone. 2002 saw stagnation or even a decline in the use of traditional, fixed line telephony in a number of countries; other telecommunications markets were still in the process of being developed. In addition, while the pace at which mobile subscriptions were being sold was slowing in 2002, there were nevertheless new products coming on-stream and some European manufacturers switched their attention to new geographical markets, such as China.

The action plan for eEurope 2005 suggests there may be some difficulty in encouraging private enterprise to invest in new technologies when these often require more powerful infrastructure. For example, funding advanced multimedia services depends on the availability of broadband for these services to run efficiently, while funding broadband depends on the availability of new services that will use it. As such, the action plan continues by saying that 'action is needed to stimulate services and infrastructure to create the dynamic where one side develops from the growth of the other (...). This means not only developing an investment friendly legal framework but also taking action that stimulates demand and so reduces uncertainty to private investors'. These difficulties can be demonstrated by the pace at which 3G has been introduced into Europe over the last 18 months. It should also be noted that licence auctions have absorbed investment capacity.

The number of main telephone lines in the EU reached 207 million in 2001, an increase of 1.3 % compared to 2000, and fixed telecom bandwidth also increased. However, the latest data available for seven of the Member States shows that there was a decline in the number of main telephone lines. This pattern is a direct consequence of the growing importance of mobile telephones and consumers choosing not to renew their fixed line subscriptions. This evolution has been evident in two of the Member States since the mid-1990s, namely Finland and Sweden, where the number of main telephone lines fell overall by 4.7 % and 5.6 % between 1997 and 2002. A similar phenomenon was reported in 8 of the 13 candidate countries, as the number of main telephone lines declined between 2001 and 2002 (see table 4.1.1b).

Turning to mobile phones, tables 4.1.2a and 4.1.2b (overleaf) present information on the number of mobile operators. Despite efforts to encourage competition and to open-up markets, the number of operators remains relatively low in the majority of Member States and candidate countries. Indeed, just France, the Netherlands, Finland, Sweden and Norway have more than five mobile operators. In some cases, there was an expansion in the number of operators, which was subsequently followed by a period of consolidation with the number of operators being reduced (for example, Germany, Finland, Norway and Lithuania).

The number of mobile subscriptions (see tables 4.1.3a and 4.1.3b) needs to be interpreted with care. It is relatively common to find that consumers switch between various subscription packages and do not actually close an account, despite the fact that they no longer use it. As such, it is generally agreed that the count of subscriptions overstates the true use of mobile telephony. The number of mobile subscriptions approached saturation in a number of Member States in 2002, with six countries reporting penetration rates in excess of 80 subscriptions per 100 inhabitants, and Luxembourg with a penetration rate of 98 per 100. As certain age groups within the population usually do not possess a mobile subscription (young children), these figures confirm that a certain share of the population has more than one subscription. This could, in part, be explained by a number of persons having one mobile subscription for work purposes and another for private use.

The number of mobile subscriptions in the EU grew by at least 50 % annually up until 2000, when the number of mobile subscriptions (235 million) overtook the number of fixed lines. Between 2000 and 2001 the rapid expansion in the number of mobile subscriptions in the EU slowed, but growth of 18 % was nevertheless recorded. Data is available for a limited set of six Member States for 2002 and this shows a subsequent further decline in the pace at which the number of mobile subscriptions was growing. The highest growth rate between 2001 and 2002 was registered in the United Kingdom (11.1 %), while the slowest pace of growth was in Germany (5.3 %).

When looking at new infrastructure developments that allow modern, telecommunications services, it is important to reflect on national policies. Some countries favoured the development of ISDN, others encouraged cable or satellite connections, while it is still too early in many countries to judge the take-up of broadband.

Germany and Italy reported a relatively high take-up of ISDN, while Belgium, Denmark, Germany and Sweden have high take-up rates for DSL Internet access, while in the Netherlands, Austria and Portugal cable modems were the preferred means of connecting to the Internet (see table 4.1.6).

Table 4.1.1a: Main telephone lines

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of main telephone lines (thousands) (1)																
1991	159 000	4 096	2 951	33 700	4 190	13 264	29 080	1 030	23 071	192	7 175	3 344	:	2 718	5 913	25 910
1992	165 000	4 264	3 005	35 800	4 497	13 792	29 905	1 096	23 709	207	7 395	3 466	:	2 742	5 922	26 514
1993	171 000	4 396	3 060	37 500	4 744	14 253	30 900	1 170	24 167	215	7 630	3 579	:	2 763	5 907	27 336
1994	177 000	4 526	3 123	39 900	4 976	14 685	31 600	1 240	24 542	222	7 830	3 681	:	2 801	5 967	28 358
1995	184 823	4 632	3 203	42 000	5 163	15 095	32 400	1 310	24 845	234	8 124	3 797	3 586	2 810	6 013	29 411
1996	188 432	4 725	3 251	44 200	5 329	15 413	32 900	1 390	25 259	258	8 431	3 902	3 822	2 842	6 032	30 678
1997	193 570	4 939	3 341	45 200	5 431	15 900	33 700	1 500	25 698	280	8 860	3 969	4 002	2 861	6 010	31 879
1998	197 726	5 056	3 496	46 530	5 536	16 300	34 099	1 600	25 968	293	9 337	3 997	4 117	2 855	5 995	32 547
1999	200 064	5 261	3 638	48 210	5 611	16 700	34 100	1 770	26 502	311	9 610	3 886	4 230	2 850	5 969	31 416
2000	203 954	5 295	3 826	50 220	5 659	17 453	33 987	1 590	27 153	331	9 879	3 833	4 314	2 849	5 786	31 317
2001	206 627	5 132	3 882	52 280	5 608	17 531	34 074	1 860	27 303	336	10 000	3 810	4 383	2 806	5 668	31 492
2002	:	5 120	:	53 720	:	:	:	:	:	248	:	:	4 361	2 726	5 673	30 773
Number of main telephone lines per 100 inhabitants (units) (2)																
1991	43	41	57	42	41	34	51	29	41	50	48	:	27	54	69	45
1992	45	42	58	44	44	35	52	31	42	53	49	:	31	54	68	46
1993	46	44	59	46	46	36	54	33	42	54	50	:	33	55	68	47
1994	48	45	60	49	48	38	55	35	43	55	51	:	35	55	68	49
1995	50	46	61	52	49	39	56	36	43	58	53	47	36	55	68	50
1996	51	47	62	54	51	39	57	38	45	63	54	48	38	56	68	52
1997	52	49	63	55	52	40	58	41	45	67	57	49	40	56	68	54
1998	53	50	66	57	53	41	58	43	45	69	60	49	41	55	68	55
1999	53	52	68	59	53	42	58	47	46	72	61	48	42	55	67	53
2000	54	52	72	61	54	44	58	42	47	76	62	47	42	55	65	53
2001	:	50	73	64	:	44	58	49	47	77	63	47	44	54	64	53
2002	:	47	:	65	:	:	:	:	:	56	:	:	42	52	64	52

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.1b: Main telephone lines

	IS	LI	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of main telephone lines (thousands) (1)																	
1991	136	17	2 198	4 082	:	:	:	:	:	:	:	:	:	:	:	:	:
1992	140	18	2 268	4 185	:	:	:	:	:	:	:	:	:	:	:	:	:
1993	144	19	2 335	4 266	:	:	:	:	:	:	:	:	:	:	:	:	:
1994	148	19	2 392	4 258	:	:	:	:	:	:	:	:	:	:	:	:	:
1995	149	20	2 476	4 480	2 563	347	2 398	412	2 157	724	941	171	5 729	2 968	1 125	615	13 228
1996	154	20	2 589	4 571	2 647	366	2 816	439	2 651	750	993	181	6 532	3 161	1 246	665	14 286
1997	155	20	2 735	4 688	2 681	386	3 277	469	3 095	740	1 048	187	7 619	3 427	1 392	710	15 744
1998	178	20	2 935	4 884	2 758	405	3 741	499	3 385	742	1 110	192	8 808	3 627	1 539	723	16 960
1999	158	20	3 176	4 153	2 833	424	3 853	515	3 609	732	1 145	198	10 175	3 780	1 655	758	18 054
2000	159	:	3 302	4 108	2 882	440	3 871	522	3 801	735	1 180	207	10 947	3 899	1 698	785	18 395
2001	157	:	3 314	4 101	2 922	435	3 861	512	3 746	722	1 144	211	11 427	4 165	1 556	800	18 904
2002	149	:	:	4 078	2 906	427	3 675	477	3 670	701	930	:	11 744	4 360	1 403	808	18 915
Number of main telephone lines per 100 inhabitants (units) (2)																	
1991	53	60	52	60	:	:	:	:	:	:	:	:	:	:	:	:	:
1992	54	62	53	61	:	:	:	:	:	:	:	:	:	:	:	:	:
1993	54	63	54	61	:	:	:	:	:	:	:	:	:	:	:	:	:
1994	56	61	55	61	:	:	:	:	:	:	:	:	:	:	:	:	:
1995	56	64	57	64	30	48	23	28	21	29	25	46	15	13	21	31	22
1996	57	64	59	65	32	50	27	30	26	30	27	49	17	14	23	33	23
1997	58	63	62	66	32	52	32	32	30	30	28	50	20	15	26	36	25
1998	66	63	66	69	33	54	36	34	33	30	30	51	23	16	29	36	27
1999	57	62	71	58	34	56	37	36	35	30	31	52	26	17	31	38	28
2000	58	:	74	57	35	58	38	38	37	31	32	54	28	17	31	40	28
2001	56	:	74	57	37	57	38	37	37	31	33	54	30	19	29	40	29
2002	52	:	:	57	37	56	36	35	36	30	27	:	30	19	:	40	28

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

4. ICT PENETRATION

Table 4.1.2a: Cellular mobile operators

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of cellular mobile operators (units)															
1996	2	1	3	:	2	:	:	:	:	1	:	2	2	:	4
1997	2	3	3	:	2	:	:	:	:	3	:	2	16	:	4
1998	3	4	4	:	3	6	:	2	:	3	:	3	:	7	4
1999	3	4	4	3	4	6	2	3	2	7	:	3	41	4	4
2000	3	4	6	3	4	6	2	4	2	7	:	3	10	5	4
2001	3	5	6	4	4	14	3	4	2	7	:	3	11	13	4
2002	3	:	4	:	:	:	:	:	2	:	:	3	13	13	4

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

Table 4.1.2b: Cellular mobile operators

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of cellular mobile operators (units)																
1995	1	:	1	2	1	2	3	6	1	3	1	3	1	:	1	1
1996	1	:	1	2	1	2	3	6	2	3	1	3	3	2	1	1
1997	2	:	2	2	1	2	3	4	2	3	1	3	3	2	1	2
1998	2	3	3	2	1	2	3	5	2	3	1	3	3	2	2	2
1999	2	11	4	2	1	3	3	5	2	4	2	3	4	2	2	2
2000	3	10	4	3	1	3	3	4	2	4	2	3	4	2	3	4
2001	3	:	:	3	1	3	4	4	3	3	:	3	4	2	3	4

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

Table 4.1.3a: Cellular mobile services

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Subscriptions to cellular mobile services (thousands) (1)																
1992	5 643	63	211	976	:	180	438	44	784	1	167	173	:	387	673	1 510
1993	8 469	68	358	1 779	48	257	573	61	1 209	5	217	222	:	490	810	2 270
1994	13 554	128	504	2 498	167	412	724	88	2 242	13	322	279	:	677	1 386	3 940
1995	21 512	235	822	3 764	273	944	1 302	158	3 923	27	539	384	341	1 039	2 025	5 736
1996	33 500	478	1 317	5 554	550	2 997	2 467	289	6 422	45	1 016	599	664	1 502	2 492	7 109
1997	52 566	974	1 444	8 276	938	4 041	5 817	533	11 738	67	1 717	1 160	1 507	2 163	3 169	9 023
1998	89 523	1 756	1 931	13 913	2 057	6 437	11 210	946	20 489	209	3 450	2 293	3 075	2 947	3 932	14 878
1999	148 403	3 193	2 629	23 446	3 894	15 004	20 619	1 400	29 857	209	6 800	4 250	4 671	3 364	5 125	23 942
2000	235 322	5 181	3 543	48 202	5 932	24 265	29 681	2 398	42 246	303	10 755	6 253	6 665	3 673	6 369	40 049
2001	277 591	7 697	3 954	56 245	7 964	29 656	36 997	2 800	48 698	:	12 352	6 566	7 978	4 176	7 158	44 919
2002	:	8 136	:	59 200	:	:	:	:	:	382	:	:	8 529	4 555	7 918	49 921
Number of subscriptions to cellular mobile services per 100 inhabitants (units) (2)																
1992	2	1	4	1	:	0	1	1	1	0	1	:	0	8	8	3
1993	2	1	7	2	0	1	1	2	2	1	1	:	1	10	9	4
1994	4	1	10	3	2	1	1	2	4	3	2	:	2	13	16	7
1995	6	2	16	5	3	2	2	4	7	7	3	5	3	20	23	10
1996	9	5	25	7	5	8	4	8	11	11	7	7	7	29	28	12
1997	14	10	27	10	9	10	10	15	20	16	11	14	15	42	36	15
1998	24	17	36	17	20	16	19	26	36	49	22	28	30	57	44	25
1999	40	31	49	29	37	38	35	37	52	49	43	53	46	65	58	40
2000	63	49	66	59	56	61	51	63	73	70	68	77	65	71	72	67
2001	:	75	74	68	:	74	63	73	84	98	77	81	78	81	81	75
2002	:	79	:	72	:	:	:	:	:	:	:	:	83	88	89	83

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.3b: Cellular mobile services

	IS	LI	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Subscriptions to cellular mobile services (thousands) (1)																	
1992	15	1	284	216	10	0	5	1	14	:	:	1	0	93	2	:	:
1993	18	2	376	263	19	1	7	1	22	:	:	1	18	157	3	:	:
1994	22	:	590	333	26	2	11	2	40	:	:	1	62	220	5	:	:
1995	31	:	981	447	16	44	46	30	267	14	15	11	75	:	27	13	251
1996	46	:	1 216	663	40	71	200	70	473	51	29	13	217	:	41	29	360
1997	66	:	1 677	1 044	37	92	521	144	706	151	76	18	812	202	92	192	1 610
1998	105	8	2 106	1 699	131	116	965	247	1 034	268	167	19	1 944	552	196	497	3 507
1999	162	10	2 745	3 058	328	152	1 995	387	1 620	344	279	24	3 956	1 126	648	663	7 684
2000	215	:	3 368	4 639	738	218	4 346	557	3 076	509	401	113	6 748	2 019	1 138	1 110	15 063
2001	248	:	3 689	5 276	1 615	314	6 947	739	4 967	1 018	625	239	9 605	4 595	1 509	2 147	19 573
2002	260	:	:	5 747	2 500	418	8 610	882	6 886	1 632	917	:	13 898	5 099	1 539	2 923	23 374
Number of subscriptions to cellular mobile services per 100 inhabitants (units) (2)																	
1992	6	5	7	3	:	:	:	:	:	:	:	:	:	:	:	:	:
1993	7	5	9	4	:	:	:	:	:	:	:	:	:	:	:	:	:
1994	8	:	14	5	:	:	:	:	:	:	:	:	:	:	:	:	:
1995	12	:	23	6	0	6	0	2	3	1	0	3	0	:	0	1	0
1996	17	:	28	9	0	10	2	5	5	1	1	3	1	:	1	2	1
1997	24	:	38	15	0	12	5	10	7	3	4	5	2	1	4	5	3
1998	38	24	48	24	2	16	9	17	10	7	7	5	5	2	9	10	6
1999	59	30	62	43	4	20	19	27	16	11	9	6	10	5	12	33	12
2000	77	:	75	65	9	29	42	41	30	17	14	30	17	9	21	57	23
2001	88	:	82	73	20	41	68	54	49	26	29	61	25	20	40	76	30
2002	91	:	:	80	32	55	84	65	68	39	47	:	36	23	:	77	35

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.4a: ISDN subscriptions

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Integrated services digital network (ISDN) subscriptions (thousands)															
1991	0	:	65	:	:	26	:	:	:	:	:	:	:	:	6
1992	1	1	150	:	0	63	:	:	:	0	0	:	:	:	12
1993	1	2	300	:	1	103	:	4	0	1	0	:	4	:	50
1994	9	6	537	:	5	920	:	15	0	6	4	:	11	10	93
1995	28	14	961	:	28	284	:	49	2	29	17	8	6	17	117
1996	55	30	1 945	1	96	444	:	110	4	96	42	20	27	53	145
1997	99	58	7 341	2	228	701	6	290	10	279	86	48	58	72	266
1998	185	113	10 254	4	295	1 540	10	653	18	574	156	90	100	122	426
1999	319	241	13 636	29	544	:	:	2 526	28	:	:	140	157	:	566
2000	430	351	17 947	:	:	:	:	4 593	:	:	:	195	208	270	776
2001	446	:	21 640	:	:	:	:	5 407	:	:	:	:	276	285	906

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

Table 4.1.4b: ISDN subscriptions

	IS	LI	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Integrated services digital network (ISDN) subscriptions (thousands)																	
1990	:	:	:	1	:	:	:	:	:	:	:	:	:	:	:	:	:
1991	:	:	1	2	:	:	:	:	:	:	:	:	:	:	:	:	:
1992	:	:	:	8	:	:	:	:	:	:	:	:	:	:	:	:	:
1993	:	:	2	29	:	:	:	:	:	:	:	:	:	:	:	:	:
1994	:	1	12	69	:	:	:	0	:	:	:	:	:	:	:	:	:
1995	3	1	44	126	:	:	:	0	:	:	:	:	:	:	:	0	:
1996	12	2	150	208	:	1	0	16	:	:	:	:	0	:	:	6	:
1997	10	2	310	341	153	1	3	22	:	:	:	:	1	:	3	14	:
1998	13	4	532	531	229	3	11	31	123	:	:	:	99	:	4	31	2
1999	18	:	703	727	346	7	26	41	322	:	:	:	207	:	12	54	7
2000	18	:	:	861	:	14	84	46	487	:	7	:	:	:	31	76	9

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

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Table 4.1.5a: DSL subscriptions (units)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
DSL subscriptions																
2000	:	44	26	162	:	:	:	:	131	:	:	:	:	10	:	38
2001	:	230	:	2 070	:	:	:	:	456	:	:	:	3	61	228	140

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

Table 4.1.5b: DSL subscriptions (units)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
DSL subscriptions																
2000	2	:	4	:	:	:	:	:	0	:	:	:	:	:	:	:
2001	11	:	35	:	:	:	:	6	:	:	:	:	:	:	3	:

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

Table 4.1.6: Broadband connections to Internet (% of home Internet users)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
DSL																
June 2001		4	11	7	5	0	3	4	0	2	1	2	7	0	2	7
November 2002		13	35	22	21	1	17	12	0	8	6	7	13	2	9	23
Cable modems																
June 2001		10	19	6	7	3	3	9	4	7	3	19	14	10	2	7
November 2002		9	18	12	13	3	6	4	1	1	1	22	17	20	8	3

Source: Flash Eurobarometer 135, November 2002.

Table 4.1.7a: Telephone use (million minutes)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Calls from fixed to mobile networks (1)																
1999	:	1 215	:	7 410	:	4 104	:	:	:	:	:	:	671	:	1 810	9 031
2000	:	1 576	:	10 760	:	5 854	:	:	18 601	:	:	:	1 939	:	2 238	12 096
2001	:	1 844	:	12 600	:	:	:	:	:	:	:	:	2 987	:	2 974	13 579
Calls from mobile to fixed networks (1)																
1999	:	:	:	:	:	4 789	:	:	:	:	:	:	:	:	:	:
2000	:	:	:	:	:	5 190	:	:	7 035	:	:	:	1 069	:	:	:
2001	:	:	:	:	:	:	:	:	7 880	:	:	:	620	:	1 356	21 603
Calls from mobile to mobile networks (1)																
1999	:	:	:	:	:	5 073	:	:	:	:	:	:	786	:	:	:
2000	:	:	:	:	:	10 489	:	:	3 980	:	:	:	1 420	:	:	4 755
2001	:	:	:	:	:	:	:	:	5 682	:	:	:	1 165	:	3 574	6 113
Calls within mobile networks (1)																
1999	:	:	:	:	:	5 393	:	:	:	:	:	:	2 462	:	:	:
2000	:	:	:	:	:	:	:	:	9 440	:	:	:	3 699	:	:	8 890
2001	:	:	:	:	:	:	:	:	11 952	:	:	:	3 885	:	708	13 217
Short text messages (millions) (2)																
1999	:	:	:	3 600	:	:	:	:	:	:	:	:	:	705	141	2 361
2000	:	:	753	11 400	:	2 665	:	:	:	:	:	:	:	992	494	8 041
2001	:	:	:	16 000	:	:	:	:	:	:	:	:	:	1 202	1 013	13 201

(1) Source: theme4/coins/telecom/t_traffic. (2) Source: theme4/coins/telecom/t_sms.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.7b: Telephone use (million minutes)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Calls from fixed to mobile networks (1)																
1999	:	1 454	1 124	:	:	667	:	:	48	:	:	:	:	:	206	:
2000	:	:	1 544	:	:	573	109	1 088	73	80	:	:	:	543	266	:
2001	149	:	1 967	:	:	756	:	1 185	99	78	:	:	:	353	244	:
Calls from mobile to fixed networks (1)																
1999	:	1 355	:	:	:	642	:	561	:	:	:	:	:	:	:	:
2000	:	:	:	:	:	468	:	686	:	:	:	:	:	696	:	:
2001	146	:	:	:	:	646	:	676	:	:	:	:	:	244	:	:
Calls from mobile to mobile networks (1)																
1999	:	252	:	:	:	304	:	331	:	:	:	:	:	:	:	:
2000	:	:	:	:	:	550	:	638	:	:	:	:	:	107	:	:
2001	25	:	:	:	:	1 140	:	1 033	12	:	:	:	:	236	:	:
Calls within mobile networks (1)																
1999	:	945	:	:	:	1 079	:	680	:	:	:	:	:	:	:	:
2000	:	:	:	:	:	1 316	:	1 334	:	:	:	:	:	854	:	:
2001	103	:	:	:	:	2 442	:	2 198	:	:	:	:	:	956	:	:
Short text messages (millions) (2)																
1999	:	515	288	:	:	:	:	:	:	:	:	:	:	:	:	:
2000	:	1 241	1 053	:	:	:	:	:	:	:	:	:	:	:	:	:
2001	90	:	3 025	:	:	:	:	810	:	:	:	:	:	362	221	:

(1) Source: theme4/coins/telecom/t_traffic. (2) Source: theme4/coins/telecom/t_sms.

Source: Eurostat, Communications (theme4/coins/telecom).

4.2 INTERNET INFRASTRUCTURE

The information society has potential to improve productivity and the quality of life. This potential could grow given the technological developments associated with broadband and multi-platform access (the possibility to connect to the Internet via new means, such as digital TV or 3G mobile phones). The data in this sub-chapter looks at the supply of Internet infrastructure, one of the key elements of the action plan for eEurope 2005.

There were almost 16 million Internet hosts with country code Top Level Domains (ccTLD) associated with EU Member States in August 2003 (see table 4.2.1a). The largest share were associated with the Netherlands (21.1 %), however, Finland reported the highest ratio of Internet hosts registered to its ccTLD per 100 inhabitants at 23.6, followed by the Netherlands (20.8), while the EU average was just 4.2 hosts per 100 inhabitants. Sweden was the only other Member State to report an average number of Internet hosts associated to its ccTLD over 10 per 100 inhabitants, while the United Kingdom (5.3 hosts) was the only one of the five largest Member States to record an average that was above that of the EU.

One indicator that covers the subject area of secure access to networks is that of the number of secure servers (see tables 4.2.2a and 4.2.2b). In July 2002 there were an average of 79 secure servers per million inhabitants in the EU. Ireland, the United Kingdom and Luxembourg had the highest number of secure servers per head, at over 150 per million inhabitants.

The number of Internet service providers (see table 4.2.3a) expanded at a rapid pace in Germany between 2000 and 2001, more than trebling, while between 2001 and 2002 growth was more subdued at 34.1 %. Germany had by far the highest number of Internet service providers in 2002 at 4 220, ahead of the United Kingdom with 700.

Table 4.2.1a: Internet hosts

	EU Sum	.be	.dk	.de	.gr	.es	.fr	.ie	.it	.lu	.nl	.at	.pt	.fi	.se	.uk
Number of Internet hosts (thousands) (1)																
1997	4 652	107	169	1 132	28	196	355	40	254	5	391	108	42	487	349	988
1998	6 417	209	298	1 450	50	307	511	56	387	8	626	173	56	460	379	1 449
1999	8 489	339	338	1 635	75	470	1 233	64	302	10	959	263	78	462	523	1 739
2000	10 477	300	334	2 040	111	455	1 122	111	1 020	12	1 624	483	62	529	596	1 678
2001	12 690	352	561	2 426	143	539	789	128	680	14	2 632	326	247	887	735	2 231
2002	15 321	337	837	2 594	161	590	1 389	136	673	:	3 137	368	165	1 220	849	2 866
2003	15 933	216	803	2 477	182	738	1 632	149	603	3	3 364	281	191	1 229	918	3 147
Internet hosts per 100 inhabitants (units) (2)																
1997	1.2	1.1	3.2	1.4	0.3	0.5	0.6	1.1	0.4	1.1	2.5	1.3	0.4	9.5	3.9	1.7
1998	1.7	2.0	5.6	1.8	0.5	0.8	0.9	1.5	0.7	1.8	4.0	2.1	0.6	8.9	4.3	2.5
1999	2.3	3.3	6.4	2.0	0.7	1.2	2.1	1.7	0.5	2.2	6.1	3.2	0.8	8.9	5.9	2.9
2000	2.8	2.9	6.3	2.5	1.0	1.1	1.9	2.9	1.8	2.7	10.2	6.0	0.6	10.2	6.7	2.8
2001	3.4	3.4	10.5	3.0	1.4	1.3	1.3	3.3	1.2	3.2	16.5	4.0	2.4	17.1	8.3	3.7
2002	4.1	3.3	15.6	3.1	1.5	1.5	2.3	3.5	1.2	:	19.5	4.6	1.6	23.5	9.5	4.9
2003	4.2	2.1	14.9	3.0	1.6	1.8	2.7	3.8	1.1	0.7	20.8	3.5	1.8	23.6	10.3	5.3

(1) Hosts account for country code Top Level Domains (TLDs) unless otherwise specified; December for all years except 2003 which is August.

(2) All population data for January of the reference year.

Source: RIPE NCC; Eurostat, Demography (theme3/demo/dgen/gind), for population data.

Table 4.2.1b: Internet hosts

	.is	.no	.ch	.bg	.cy	.cz	.ee	.hu	.lv	.lt	.mt	.pl	.ro	.sk	.si	.tr (1)	Generic (2)
Number of Internet hosts (thousands) (3)																	
1997	19	292	189	7	3	57	16	68	7	4	1	88	14	15	20	:	10 462
1998	25	319	245	10	5	86	24	96	14	10	2	131	24	22	23	:	23 079
1999	30	439	270	17	6	122	30	120	19	14	6	171	36	28	24	79	37 854
2000	40	453	263	18	8	159	41	104	20	18	7	340	42	38	22	70	64 731
2001	55	305	528	27	2	216	51	168	25	35	9	490	46	73	30	107	87 307
2002	55	293	525	28	2	228	54	171	31	30	9	484	48	79	33	118	109 791
2003	100	561	532	39	5	277	63	334	38	52	8	754	45	93	40	228	111 684
Internet hosts per 100 inhabitants (units) (4)																	
1997	7.0	6.6	2.7	0.1	0.4	0.6	1.1	0.7	0.3	0.1	0.2	0.2	0.1	0.3	1.0	:	~
1998	9.2	7.2	3.5	0.1	0.7	0.8	1.7	0.9	0.6	0.3	0.5	0.3	0.1	0.4	1.2	:	~
1999	10.8	9.9	3.8	0.2	0.8	1.2	2.1	1.2	0.8	0.4	1.6	0.4	0.2	0.5	1.2	0.1	~
2000	14.3	10.1	3.7	0.2	1.1	1.6	3.0	1.0	0.8	0.5	1.7	0.9	0.2	0.7	1.1	0.1	~
2001	19.6	6.8	7.4	0.3	0.3	2.1	3.7	1.7	1.1	1.0	2.3	1.3	0.2	1.3	1.5	0.2	~
2002	19.3	6.5	7.2	0.4	0.3	2.2	4.0	1.7	1.3	0.9	2.3	1.3	0.2	1.5	1.6	0.2	~
2003	34.8	12.3	7.3	0.5	0.7	2.7	4.7	3.3	1.6	1.5	1.9	2.0	0.2	1.7	2.0	0.3	~

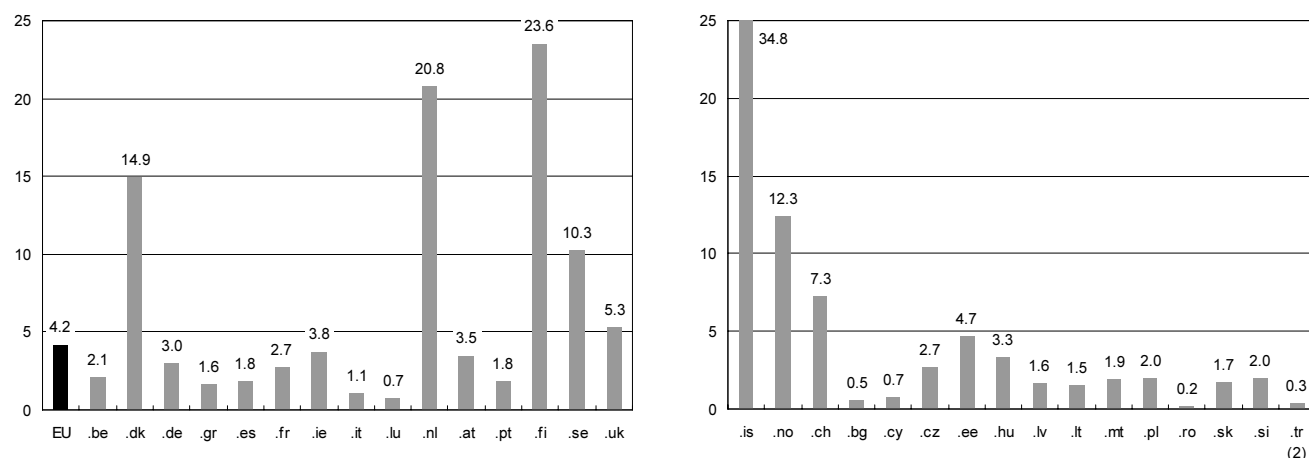
(1) Population data, source: Eurostat, Auxiliary indicators (theme2/aux_ind/aux_pem). (2) Generic includes .com, .org, .int, .net, .edu and .gov.

(3) Hosts account for country code Top Level Domains (TLDs) unless otherwise specified; December for all years except 2003 which is August. Generic, July for all years except 2003 which is January. (4) All population data for January of the reference year.

Source: RIPE NCC for European countries; ISC for Generic; Eurostat, Demography (theme3/demo/dgen/gind), for population data.

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Figure 4.2.1: Internet hosts per 100 inhabitants, August 2003 (units) (1)



(1) All population data for January of the reference year; hosts account for country code Top Level Domains (TLDs).

(2) Population data, source: Eurostat, Auxiliary indicators (theme2/aux_ind/aux_pem).

Source: RIPE NCC for number of hosts; Eurostat, Demography (theme3/demo/dgen/gind), for population data.

Table 4.2.2a: Number of secure servers

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of secure servers per million inhabitants (units)																
July 1999	17	16	21	20	5	11	11	26	8	60	19	30	6	35	46	29
July 2000	38	26	54	46	8	19	22	65	14	100	34	55	12	66	91	74
July 2001	65	42	98	78	17	30	33	123	22	155	67	109	19	127	142	132
July 2002	79	43	123	97	16	33	42	151	20	220	83	117	21	143	140	171
Annual growth of the number of secure servers per million inhabitants (%)																
2000	118	68	157	131	81	75	104	150	84	67	76	85	96	90	99	153
2001	73	61	81	71	102	57	52	91	59	55	97	97	66	92	55	80
2002	21	2	26	24	-4	8	27	22	-8	42	25	7	11	12	-1	29

Source: OECD (Communications outlook) and Netcraft (www.netcraft.com), 2003.

Table 4.2.2b: Number of secure servers

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of secure servers per million inhabitants (units)																
July 1999	105	29	56	:	:	9	:	3	:	:	:	2	:	0	:	1
July 2000	238	61	119	:	:	19	:	9	:	:	:	5	:	8	:	2
July 2001	324	109	191	:	:	37	:	16	:	:	:	12	:	20	:	4
July 2002	477	117	215	:	:	18	:	8	:	:	:	10	:	7	:	6
Annual growth of the number of secure servers per million inhabitants (%)																
2000	128	109	112	:	:	121	:	248	:	:	:	208	:	:	:	128
2001	36	80	60	:	:	97	:	83	:	:	:	148	:	144	:	146
2002	47	7	13	:	:	-52	:	-49	:	:	:	-20	:	-65	:	37

Source: OECD (Communications outlook) and Netcraft (www.netcraft.com), 2003.

Table 4.2.3a: Internet service providers (units)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of Internet service providers																
1998	:	18	9	1 000	:	82	:	:	488	:	:	:	10	:	:	:
1999	:	48	16	1 000	144	276	:	:	523	20	:	:	24	35	:	400
2000	:	75	44	1 000	170	438	246	:	507	22	:	:	29	:	120	600
2001	:	99	:	3 146	193	590	238	:	507	33	:	:	30	45	:	700
2002	:	98	:	4 220	:	:	:	:	:	32	:	:	32	51	:	700

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

Table 4.2.3b: Internet service providers (units)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI (1)	TR
Number of Internet service providers																
1998	:	:	:	:	4	40	:	:	18	:	14	:	:	41	5	:
1999	:	:	75	:	4	220	:	:	64	:	16	:	:	49	15	81
2000	:	:	94	200	4	325	34	40	:	:	17	:	:	64	34	94
2001	:	:	:	200	5	320	:	46	:	:	15	:	:	60	47	104
2002	:	:	:	:	:	:	:	:	:	:	:	:	:	:	49	:

(1) Estimate for 2002.

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

4.3 INTERNET EQUIPMENT AND USE

This sub-chapter concentrates on the use of the Internet, through indicators such as the number of PCs (the most common access device), the number of Internet users (in terms of inhabitants) and the volume of use (as measured by subscriptions and the number of minutes connected to the Internet).

There were 117 million PCs in use in the EU in 2001 (see table 4.3.1a), which was equivalent to 31 per 100 inhabitants. Three Member States that reported more than 50 PCs per 100 inhabitants; Denmark (57.7, 2002), Sweden (56.1, 2001) and Luxembourg (51.7, 2001), while Greece, Spain, Italy and Portugal were the only countries to report an average of less than 20 PCs per 100 inhabitants. Slovenia, Cyprus, Malta and Estonia were the only candidate countries where the average number of PCs per 100 inhabitants rose to over 20.

Table 4.3.2a shows that there were 135 million Internet users in the EU in 2002. This was an increase of 14.5 % compared to the year before. This marked a slow down in the pace at which the number of Internet users was growing, as in 2001 the growth rate had been 27.1 %.

An average of 35.7 % of the EU's inhabitants used the Internet in 2002. Internet use climbed to over 50 % of the population in Sweden (57.3 %), the Netherlands (53.0 %) and Finland (50.9 %), while in the candidate countries Estonia and Slovenia reported Internet use in excess of 40 %. Between 2001 and 2002, the highest growth in the number of Internet users among the Member States was recorded in Greece (up 42.9 %), Portugal (27.6 %) and the United Kingdom (21.2 %).

Table 4.3.1a: Personal computers

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Total number of PCs (millions)																
2000	105.3	2.3	2.7	27.6	0.8	5.8	17.9	1.4	10.3	0.2	6.3	2.3	1.1	2.1	4.5	20.2
2001	117.0	2.4	2.9	31.5	0.9	6.8	19.5	1.5	11.3	0.2	6.9	2.7	1.2	2.2	5.0	22.0
2002	:	2.5	3.1	35.9	:	:	20.7	:	:	:	:	:	:	2.3	:	:
PCs per 100 inhabitants (units)																
2000	28.0	22.4	50.7	33.6	7.1	14.5	30.4	35.9	18.0	45.6	39.4	28.0	10.5	39.6	50.7	33.8
2001	31.0	23.3	54.2	38.2	8.1	16.8	32.9	39.1	19.5	51.7	42.8	33.5	11.7	42.4	56.1	36.6
2002	:	24.2	57.7	43.5	:	:	34.7	:	:	:	:	:	:	:	:	:

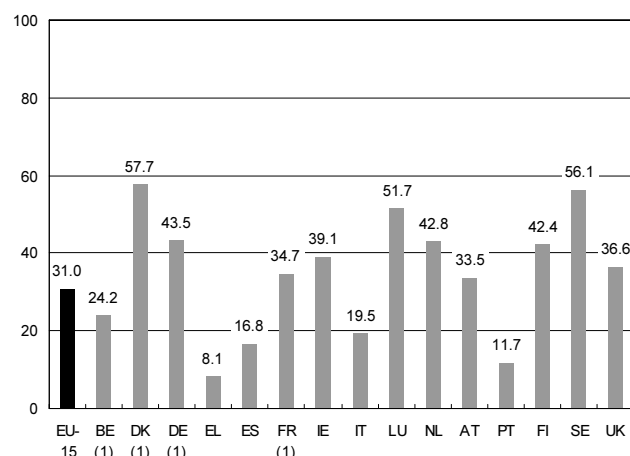
Source: ITU estimates.

Table 4.3.1b: Personal computers

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Total number of PCs (millions)																
2000	0.1	2.2	3.6	0.3	0.2	1.3	0.2	0.9	0.3	0.2	0.1	2.7	0.7	0.7	0.5	2.5
2001	0.1	2.3	3.9	0.3	0.2	1.5	0.3	1.0	0.4	0.3	0.1	3.3	0.8	0.8	0.6	2.7
2002	0.1	:	:	0.3	:	:	0.3	1.1	0.4	:	:	:	:	1.0	0.6	:
PCs per 100 inhabitants (units)																
2000	39.2	49.1	49.9	3.1	22.1	12.2	15.3	8.7	14.0	6.5	20.5	6.9	3.2	13.7	27.5	3.8
2001	41.8	50.8	53.8	3.2	24.7	14.7	17.5	9.5	15.3	7.1	23.0	8.5	3.6	14.9	27.6	4.1
2002	45.1	:	:	3.5	:	:	21.0	10.8	17.2	:	:	:	:	18.0	30.1	:

Source: ITU estimates.

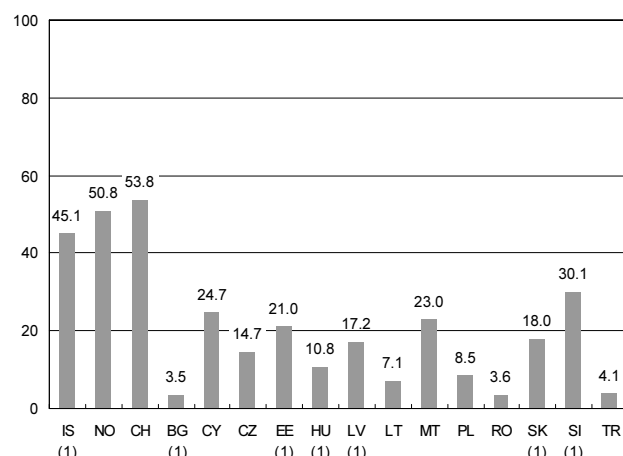
Figure 4.3.1a: PCs per 100 inhabitants, 2001 (units)



(1) 2002.

Source: ITU estimates.

Figure 4.3.1b: PCs per 100 inhabitants, 2001 (units)



(1) 2002.

Source: ITU estimates.

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Table 4.3.2a: Internet users

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of Internet users (thousands)																
2000	92 790	3 000	2 090	24 800	1 000	5 486	8 460	679	13 200	100	7 000	2 700	2 500	1 927	4 048	15 800
2001	117 981	3 200	2 300	30 800	1 400	7 388	15 653	895	15 600	160	7 900	3 150	2 900	2 235	4 600	19 800
2002	135 107	3 400	2 500	35 000	2 000	7 856	18 716	1 065	17 000	165	8 590	3 340	3 700	2 650	5 125	24 000
Internet users per 100 inhabitants (units)																
2000	24.6	29.2	39.2	30.2	9.5	13.7	14.4	17.9	23.0	22.8	43.8	33.2	24.9	37.2	45.6	26.4
2001	31.1	31.0	42.9	37.4	13.2	18.3	26.4	23.3	26.9	36.0	49.1	38.7	28.1	43.0	51.6	33.0
2002	35.7	32.9	46.5	42.4	18.2	19.3	31.4	27.1	30.1	36.7	53.0	40.9	35.5	50.9	57.3	40.6

Source: ITU.

Table 4.3.2b: Internet users

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of Internet users (thousands)																
2000	168	1 950	2 096	430	120	1 000	392	715	150	225	51	2 800	800	507	300	2 000
2001	172	2 100	2 224	605	150	1 500	430	1 480	170	250	99	3 800	1 000	674	600	4 000
2002	175	2 300	2 375	:	210	:	560	1 600	310	:	:	:	1 800	863	800	4 900
Internet users per 100 inhabitants (units)																
2000	59.8	43.5	29.1	5.3	17.7	9.7	27.2	7.1	6.2	6.1	13.1	7.2	3.6	9.4	15.1	3.1
2001	59.9	46.4	30.7	7.5	21.8	14.7	30.0	14.8	7.2	6.8	25.3	9.8	4.5	12.5	30.1	6.0
2002	60.8	50.5	32.6	:	30.0	:	41.3	15.8	13.3	:	:	:	8.1	16.0	40.1	7.3

Source: ITU.

Table 4.3.3a: Internet use

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of Internet subscriptions (thousands) (1)																
1998 (2)	16 743	207	:	7 500	100	667	1 280	300	1 399	:	1 067	:	173	:	1 550	2 500
1999 (3)	36 342	735	1 135	11 100	193	3 100	3 030	444	3 950	:	2 835	:	474	466	1 880	7 000
2000 (4)	59 295	1 150	1 684	18 250	235	8 251	5 263	1 040	:	:	5 911	:	1 987	616	2 307	12 600
2001	:	:	:	24 770	:	10 740	:	:	:	:	:	:	3 459	930	2 849	:
2002	:	1 694	:	:	:	:	:	:	:	:	:	:	5 165	1 212	2 895	13 100
Internet, minutes of connection (millions) (5)																
1998	:	:	:	:	:	:	:	:	8 923	:	:	:	1 100	:	:	20 262
1999	:	:	:	:	:	10 892	:	:	13 123	:	:	:	2 800	:	5 402	42 986
2000	:	:	:	:	:	30 363	:	6	:	:	:	:	5 630	:	12 711	90 462
2001	:	:	:	:	:	:	:	:	:	:	:	:	:	:	9 814	138 646

(1) Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

(2) EU-15, excluding DK, LU, AT and FI.

(3) EU-15, excluding LU and AT.

(4) EU-15, excluding IT, LU and AT.

(5) Source: Eurostat, Communications (theme4/coins/telecom/t_traffic).

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.3.3b: Internet use

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Number of Internet subscriptions (thousands)																
1998	:	381	425	1	10	86	:	:	80	:	:	:	:	63	43	230
1999	:	:	992	3	17	199	:	145	:	:	25	:	:	83	72	437
2000	:	:	1 665	6	28	418	:	230	:	:	34	:	:	92	140	1 629
2001	:	2 599	2 209	135	37	1 257	:	322	:	:	50	:	363	100	:	1 621
2002	:	:	2 350	144	46	1 644	0	446	:	:	:	:	:	134	542	:

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

4.4 ACCESS COSTS

The price of Internet access can be split in two: variable costs associated with the amount of time spent on-line, and fixed costs associated with the setting-up of an Internet access and monthly charges for using a particular service provider.

Table 4.4.1 provides information on the standard, monthly, fixed costs that are associated with various types of Internet access. The cost of ADSL was generally higher than that of cable modem access, although national differences meant this was not the case in Luxembourg, Austria and the United Kingdom. PSTN services were noticeably cheaper in France and the United Kingdom. The second half of the table shows the number of dial-up hours that would need to be used to match the fixed service cost. This indicator suggests that dial-up costs were relatively low in Spain, Ireland, Finland and the United Kingdom.

Table 4.4.2 provides more detail on access costs in relation to residential users. These were generally lowest in Germany, Spain, France and the United Kingdom, other than for access in excess of 40 hours, where Germany remained relatively cheap.

Table 4.4.1: Comparison of Internet access costs

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Price comparison of cheapest service for each type of access (EUR/month) (1)															
ADSL	33	48	27	:	45	32	113	25	54	33	29	38	53	35	34
Cable modem	30	10	12	:	38	32	25	:	64	31	45	16	43	29	51
PSTN peak 40h	84	29	24	27	20	15	56	31	32	31	28	46	29	28	9
PSTN off-peak 40h	34	25	21	19	18	15	15	23	29	24	18	24	29	28	11
Number of dial up hours per month needed to match cost of fixed access (2)															
Peak: hours vs. ADSL	15	26	46	:	51	45	75	25	27	18	1	33	73	11	103
Peak: hours vs. cable	13	:	20	:	37	46	12	:	39	15	24	14	59	3	174
Off-peak: hours vs. ADSL	38	52	51	:	61	45	262	44	35	55	23	65	73	51	82
Off-peak: hours vs. cable	33	:	23	:	45	46	27	:	49	51	59	27	59	43	143

(1) Prices including VAT; for ADSL and cable modem the cheapest option in each country is selected, generally the lowest bitrate from the cheapest provider; basic line rental not included (e.g. telephone line rental).

(2) Calculations are based on the cheapest packages for each type of access, in each country; the selection of dial-up package corresponds to 40 hours usage; for DK, usage cannot be calculated compared to cable.

Source: European Commission, Teligen survey, November 2002.

Table 4.4.2: Internet dial-up access costs for a residential user (EUR/month) (1)

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
20 hour peak time usage per month															
Total ISP	2.00	15.22	:	9.99	:	14.00	8.92	:	19.81	14.00	12.00	:	:	16.09	9.48
Total PSTN	57.12	15.75	25.21	20.37	25.42	13.00	42.98	30.85	18.40	17.18	15.98	36.94	28.10	13.87	15.03
Total cost per month	59.12	30.97	25.21	30.36	25.42	27.00	51.90	30.85	38.21	31.18	27.98	36.94	28.10	29.97	24.51
20 hour off-peak time usage per month															
Total ISP	:	8.48	:	9.99	:	14.00	11.96	:	:	14.00	12.00	:	:	:	11.08
Total PSTN	33.52	20.77	24.01	16.07	25.42	13.00	19.60	26.07	33.04	17.18	15.98	25.95	28.10	27.73	15.03
Total cost per month	33.52	29.25	24.01	26.06	25.42	27.00	31.56	26.07	33.04	31.18	27.98	25.95	28.10	27.73	26.11
40 hour peak time usage per month															
Total ISP	2.00	29.13	:	9.99	19.90	14.94	8.92	5.55	32.20	21.00	28.01	:	:	27.75	9.48
Total PSTN	98.04	15.75	37.09	28.96	13.54	13.00	66.36	40.47	18.40	34.33	15.98	59.79	42.75	13.87	15.03
Total cost per month	100.04	44.88	37.09	38.95	33.44	27.94	75.27	46.02	50.60	55.33	43.99	59.79	42.75	41.62	24.51
40 hour off-peak time usage per month															
Total ISP	1.83	15.22	:	9.99	17.99	14.94	15.00	:	28.75	5.00	18.17	:	:	:	11.08
Total PSTN	48.10	25.78	34.69	20.37	13.54	13.00	19.60	37.57	18.40	41.61	15.98	37.80	42.75	41.58	15.03
Total cost per month	49.93	41.00	34.69	30.36	31.53	27.94	34.60	37.57	47.15	46.61	34.15	37.80	42.75	41.58	26.11
150 hour peak time usage per month															
Total ISP	2.00	40.26	:	9.99	:	14.94	8.92	5.55	96.60	5.00	5.55	:	:	104.33	11.08
Total PSTN	323.10	72.78	102.43	76.20	102.64	143.60	194.93	111.69	18.40	184.39	105.98	185.43	123.30	13.87	136.26
Total cost per month	325.10	113.04	102.43	86.19	102.64	158.54	203.85	117.24	115.00	189.39	111.53	185.43	123.30	118.21	147.34
150 hour off-peak time usage per month															
Total ISP	1.83	40.26	:	9.99	:	14.94	30.00	:	:	5.00	:	:	:	33.19	15.81
Total PSTN	135.83	72.78	93.43	43.99	102.64	143.60	38.75	100.84	128.20	108.79	105.98	102.96	123.30	78.69	104.08
Total cost per month	137.66	113.04	93.43	53.98	102.64	158.54	68.75	100.84	128.20	113.79	105.98	102.96	123.30	111.88	119.89

(1) Including VAT and PSTN rental charge; the lowest price for each country is selected.

Source: European Commission, Teligen survey, November 2002.

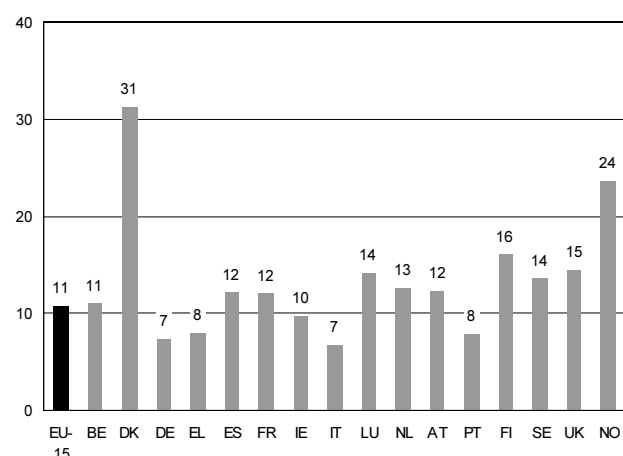
5. ICT AND EDUCATION

5. ICT AND EDUCATION

On the demand side, actions on e-government, e-health and e-learning are designed to foster the development of new Internet services. In addition to providing both better and cheaper services, it is hoped that the aggregated demand of public authorities can be used to provide an impetus for the creation of new networks and services.

Figure 5.1 shows the average number of PCs that were used for educational purposes (as opposed to secretarial or management purposes) per 100 pupils in January 2002. On average, there were 11 PCs per 100 pupils in the EU, with Denmark reporting a ratio that was significantly above the other countries (31 PCs). Germany, Greece, Ireland, Italy and Portugal all

Figure 5.1: PC penetration in schools, January 2002 (computers per 100 pupils) (1)

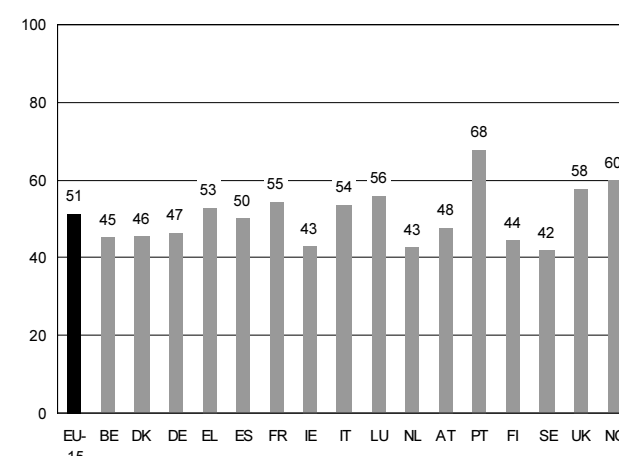


(1) In schools using computers for educational purposes.
Source: Flash Eurobarometer 118, January-February 2002.

reported an average of less than 10 PCs per 100 pupils.

Several Member States reported that there was at least one PC being used for educational purposes in every school (Denmark, Finland, Sweden and the United Kingdom). The EU average was 95 % of all schools using a computer. Internet connections were almost as widespread, as they covered 93 % of all schools in the EU, while 85 % of all schools in the EU used the Internet for educational purposes and 88 % had an e-mail address. On the other hand, only slightly more than one-third (36 %) of schools in the EU had recourse to a helpdesk facility, a share that rose to over 75 % in the Netherlands, Sweden and the United Kingdom.

Figure 5.2: Computers used for education: proportion less than three years old, January 2002 (%) (1)



(1) In schools using computers for educational purposes.
Source: Flash Eurobarometer 118, January-February 2002.

Table 5.1: Schools with computers and Internet connections, responses from headteachers, January 2002

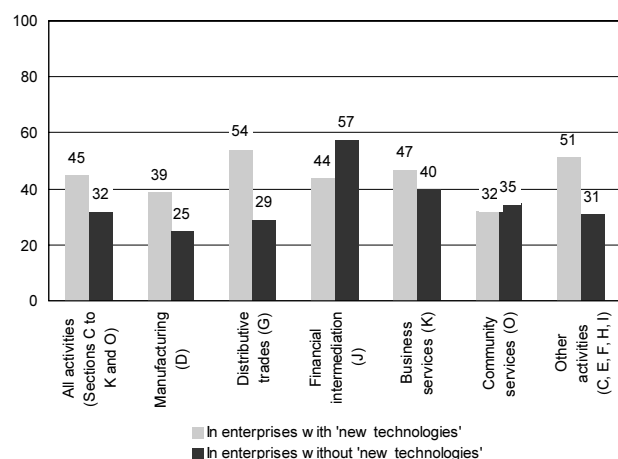
	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Computer/student ratio: number of computers per 100 pupils (1)																	
January 2002	11	11	31	7	8	12	12	10	7	14	13	12	8	16	14	15	24
Computer/teacher ratio: number of computers per 100 teachers (1)																	
January 2002	134	120	210	113	61	95	144	149	53	141	162	120	68	212	152	250	157
Proportion of computers used for educative purposes that are: (%) (1)																	
connected to the Internet	58	42	81	59	51	60	52	52	46	51	43	55	68	75	80	74	65
less than three years old	51	45	46	47	53	50	55	43	54	56	43	48	68	44	42	58	60
Proportion of schools that: (%)																	
Use computers for education	95	99	100	95	65	88	97	99	95	98	99	95	95	100	100	100	100
Have an Internet connection	93	93	100	99	59	94	89	99	88	67	92	94	92	99	99	99	99
Use Internet for education	85	81	99	87	51	74	85	97	80	60	86	70	89	99	99	97	96
Have an e-mail address	88	83	98	93	48	89	85	95	82	51	90	91	73	88	90	95	97
Have a Web-page	51	45	80	61	19	42	38	29	45	42	50	52	34	75	81	60	57
Have an internal PC network	51	38	76	48	25	40	39	24	63	43	50	52	30	25	69	71	46
Have access to Helpdesk	36	40	67	16	13	31	25	35	12	44	77	24	24	41	79	88	58

(1) In schools using computers for educational purposes.
Source: Flash Eurobarometer 118, January-February 2002.

Table 5.2: Schools with access to the Internet: proportion with selected type of access, January 2002 (%)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Standard telephone line	28	37	3	23	37	28	42	74	25	11	11	28	28	11	10	28	5
ISDN line	64	58	16	86	69	42	41	27	69	37	53	49	74	35	28	77	73
ADSL line	19	16	26	25	1	43	21	0	13	4	6	15	1	12	19	12	11
Special modem for TV-cable	6	18	3	4	2	2	7	0	1	0	35	11	1	4	4	6	2
Others	7	4	53	8	3	1	5	1	1	56	6	0	0	43	42	8	11

Source: Flash Eurobarometer 118, January-February 2002.

Figure 5.3: Proportion of employees participating in CVT courses, EU, 1999 (%)

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.3a: Proportion of employees participating in CVT courses, all activities (Sections C to K and O), 1999 (%)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Employees in enterprises with 'new technologies'	45	53	53	36	22	32	54	47	37	41	47	38	29	55	67	53
Employees in enterprises without 'new technologies'	32	29	53	23	4	14	43	23	15	28	35	26	7	35	54	46

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.3b: Proportion of employees participating in CVT courses, all activities (Sections C to K and O), 1999 (%)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Employees in enterprises with 'new technologies'	:	55	:	28	:	49	27	19	19	16	:	25	11	:	47	:
Employees in enterprises without 'new technologies'	:	41	:	6	:	32	12	8	6	4	:	9	3	:	14	:

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.4a: Proportion of employees in enterprises with 'new technologies' participating in CVT courses, 1999 (%)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
All activities (Sections C to K and O)	45	53	53	36	22	32	54	47	37	41	47	38	29	55	67	53
Manufacturing (D)	39	51	46	32	16	31	50	48	27	45	46	32	23	51	67	46
Distributive trades (G)	54	48	53	29	14	34	61	37	29	49	41	43	40	44	60	75
Financial intermediation (J)	44	64	67	40	53	61	73	62	57	51	66	54	49	55	85	37
Business services (K)	47	61	62	39	15	28	54	47	37	33	41	41	19	59	71	55
Community services (O)	32	40	57	43	12	21	47	43	20	18	49	21	18	59	69	26
Other activities (C, E, F, H, I)	51	49	61	42	17	27	46	50	58	20	52	39	28	62	62	60

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.4b: Proportion of employees in enterprises with 'new technologies' participating in CVT courses, 1999 (%)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
All activities (Sections C to K and O)	:	55	:	28	:	49	27	19	19	16	:	25	11	:	47	:
Manufacturing (D)	:	44	:	23	:	48	19	16	15	13	:	24	11	:	48	:
Distributive trades (G)	:	49	:	28	:	34	31	11	14	11	:	20	3	:	35	:
Financial intermediation (J)	:	:	:	44	:	75	76	39	43	34	:	63	14	:	62	:
Business services (K)	:	59	:	10	:	45	17	25	16	18	:	35	10	:	35	:
Community services (O)	:	61	:	26	:	36	0	13	16	11	:	9	24	:	13	:
Other activities (C, E, F, H, I)	:	52	:	35	:	56	32	34	21	19	:	22	13	:	53	:

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

6. ICT LABOUR FORCE

6.1 ICT SKILLS (DIGITAL LITERACY), WORKPLACE TRAINING, ICT USE IN THE WORKPLACE

The Lisbon strategy is not just about raising productivity and growth, but also concerns employment and social cohesion. Indeed, this is one of the central themes of the eEurope 2005 action plan; opening-up ICT opportunities and trying to enhance ICT skills - this policy has been termed 'e-inclusion'.

On average, just over half (53 %) of the EU's active population used a computer in their professional lives in 2002, ranging from a low of between 30 % and 40 % in Greece, Spain and Portugal, to a high of more than 70 % in Denmark, the Netherlands, Finland and Sweden.

Table 6.1.1: Persons using a PC for their work and having received computer training (%)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of active population using a computer for professional purposes																
2001	53	51	73	56	36	42	45	43	58	66	65	57	27	67	71	59
2002	53	53	72	57	35	36	45	46	59	56	72	62	32	70	73	58
Proportion of active population using a computer for professional purposes that had computer training at the workplace																
2001	54	38	70	65	44	44	51	66	36	55	57	60	39	66	65	58
2002	49	38	71	54	44	46	51	56	30	60	53	58	37	72	64	53

Source: Eurobarometer 56 "Information society", October-November 2001, for 2001 data; Eurobarometer 58 "Information society", September-October 2002, for 2002 data.

6.2 COMPUTER PROFESSIONALS

Skills' shortages of qualified staff are detrimental to the pace at which enterprises and ultimately economies can grow. While the number of computer professionals, as a share of total EU employment, rose by 0.4 percentage points between 1999 and 2001, there was a decline of 0.1 points in 2002 (see table 6.2.1a). The highest proportion of computer professionals (more than 2 %) was recorded in the countries where the use of ICT was also highest, namely, Denmark, Finland, the United Kingdom, and in particular, the Netherlands and Sweden (more than 3 % of the workforce were computer professionals).

Among the candidate countries, the share of computer professionals in total employment was usually lower than the EU average; the Czech Republic (1.8 %) was the only candidate country to report a higher proportion of computer professionals. Computer professionals are often a highly mobile and flexible workforce, willing to travel to take-up a new post.

Table 6.2.1a: Computer professionals as a share of total employment (%)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
1998	:	1.4	1.9	1.2	0.4	0.9	1.3	:	0.7	1.5	2.6	1.3	0.5	1.7	2.2	1.4
1999	1.4	1.6	2.0	1.3	0.3	1.0	1.6	1.2	0.9	1.8	2.8	1.4	0.7	2.1	2.5	1.7
2000	1.5	1.5	2.3	1.5	0.4	1.0	1.6	1.2	0.9	1.5	3.2	1.5	0.6	2.0	3.3	1.8
2001	1.8	1.7	2.2	1.7	0.4	1.1	1.8	1.3	1.1	2.0	3.2	1.7	0.8	2.2	3.4	2.3
2002	1.7	1.9	2.4	1.6	0.5	1.1	1.8	1.5	1.2	1.7	3.1	1.9	0.9	2.4	3.3	2.2

Source: Eurostat, Labour force survey.

Table 6.2.1b: Computer professionals as a share of total employment (%)

	IS	NO	CH	BG	CY	CZ	EE (1)	HU	LV (2)	LT	MT	PL	RO	SK	SI (3)	TR
1998	1.7	1.6	2.3	:	:	1.2	0.4	0.9	0.6	0.4	:	0.6	:	1.1	0.8	:
1999	2.2	1.9	2.3	:	0.7	1.4	0.5	0.9	0.7	0.3	:	0.6	:	1.1	1.0	:
2000	2.3	2.2	2.6	0.4	0.7	1.5	:	0.9	1.0	0.6	:	0.7	:	1.0	1.2	:
2001	2.1	2.5	2.9	0.5	0.9	1.7	:	1.2	0.7	0.4	:	0.8	:	1.1	1.0	:
2002	1.7	2.5	2.7	0.4	0.7	1.8	1.5	1.2	0.8	:	:	0.9	:	1.2	1.3	:

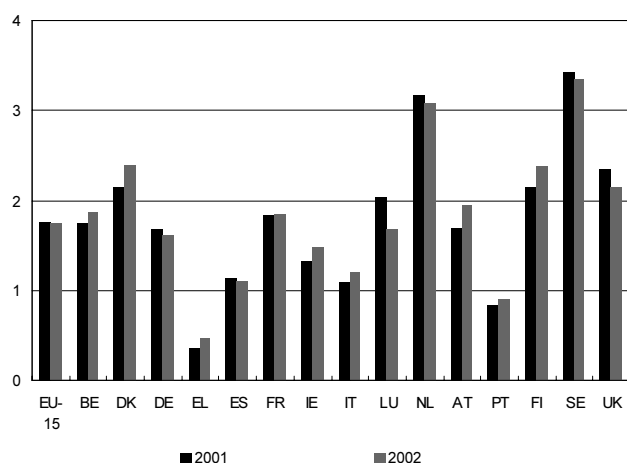
(1) Data not reliable.

(2) 2001, data not reliable.

(3) 1998 to 2001, data not reliable.

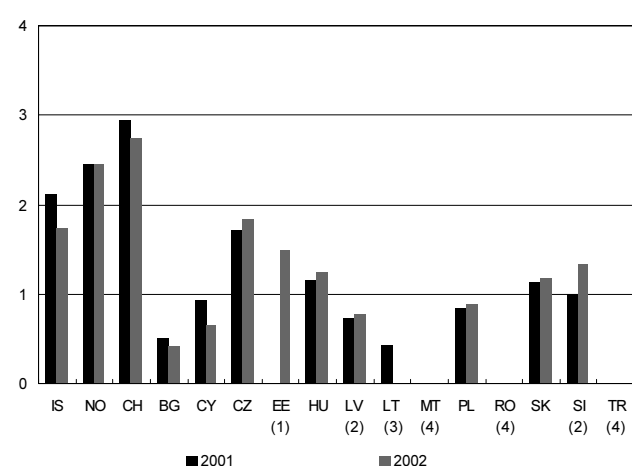
Source: Eurostat, Labour force survey.

Figure 6.2.1a: Computer professionals as a share of total employment (%)



Source: Eurostat, Labour force survey.

Figure 6.2.1b: Computer professionals as a share of total employment (%)



(1) 2001, not available; 2002, not reliable.

(2) 2001, not reliable.

(3) 2002, not available.

(4) Not available.

Source: Eurostat, Labour force survey.

6.3 S&T GRADUATES

One of the main ways of improving the flow of qualified staff into computing-related disciplines is to encourage a higher take-up of graduate courses in mathematics, science and technology, and more specifically, computing science. Between 25 % and 30 % of all graduates that left their place of learning in 2001 had obtained a mathematics, science or technology-related degree. Of these, the vast majority were male (about 70 %), and this has resulted in a number of initiatives to increase female participation rates in science and technology related studies.

Table 6.3.1a shows that only France, Ireland and Sweden reported that in excess of 30% of their graduates in 2001 were in the disciplines of mathematics, science and technology. Figures 6.3.1a and 6.3.1b look in more detail at the breakdown of mathematics, science and technology degrees, providing information on the proportion of graduates that specifically followed a computing degree course (note that these figures are given as a proportion of mathematics, science and technology graduates and not total graduates). More than one in three mathematics, science and technology graduates in Ireland were computer science graduates. The United Kingdom, Spain and Belgium also reported a relatively high degree of specialisation in computer sciences.

Table 6.3.1a: Mathematics, science and technology graduates

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of graduates that were mathematics, science and technology graduates (%)																
1998	:	20	19	29	:	22	31	32	24	21	17	33	:	26	26	26
1999	:	:	18	27	:	24	30	:	24	:	17	30	:	30	28	26
2000	26	19	22	27	:	25	31	35	23	15	16	30	18	28	31	28
2001 (1)	:	19	:	26	:	27	:	32	:	:	16	27	17	:	32	27
Mathematics, science and technology graduates, in 2001, by gender (%) (1)(2)																
Male	:	76	71	78	:	69	69	64	63	:	83	79	58	73	67	67
Female	:	24	29	22	:	31	31	36	37	:	17	21	42	27	33	33

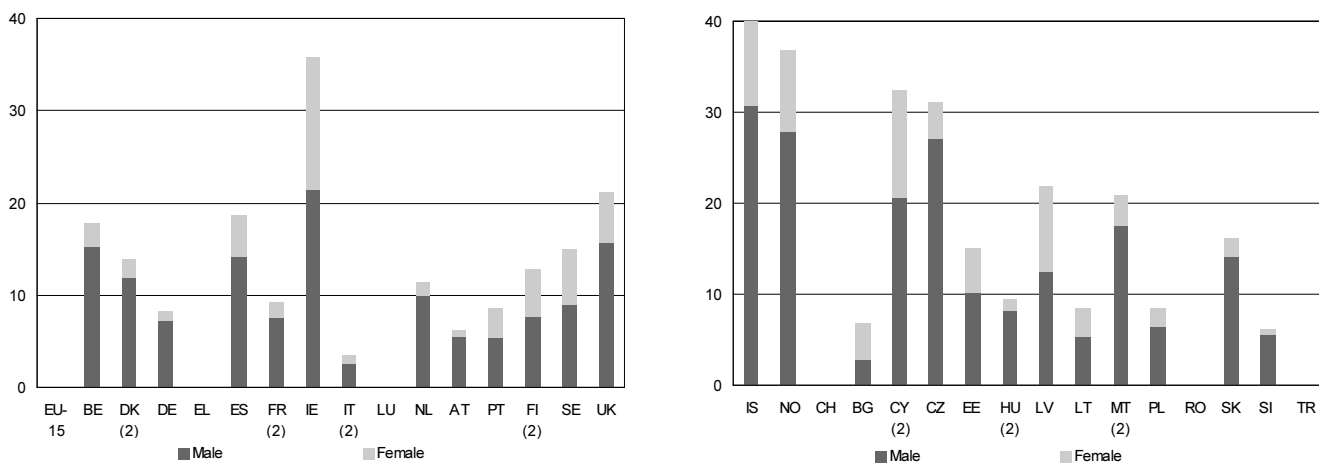
(1) BE, data for Flemish community exclude second qualification; PT, ISCED level 5B excludes second qualification. (2) DK, FR, IT, LU, FI, 2000.
Source: Joint UNESCO-OECD-EUROSTAT data collection (UOE) questionnaires on educational finance and on graduates.

Table 6.3.1b: Mathematics, science and technology graduates

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
Proportion of graduates that were mathematics, science and technology graduates (%)																
1998	19	13	:	16	:	25	11	16	19	25	:	12	25	21	24	:
1999	16	16	:	18	14	24	19	17	17	27	5	15	25	21	23	30
2000	20	17	:	17	12	24	19	12	16	26	10	15	26	21	23	30
2001 (1)	19	17	:	19	:	23	18	:	12	26	9	14	25	26	20	30
Mathematics, science and technology graduates, in 2001, by gender (%) (1)(2)																
Male	64	75	:	60	69	73	67	77	59	64	74	64	64	68	76	:
Female	36	25	:	40	31	27	33	23	41	36	26	36	36	32	24	:

(1) RO, data exclude second qualification and ISCED level 6. (2) CY, HU, 2000.
Source: Joint UNESCO-OECD-EUROSTAT data collection (UOE) questionnaires on educational finance and on graduates.

Figure 6.3.1: Proportion of mathematics, science and technology graduates that were computing graduates in 2001, by gender (%) (1)



(1) BE, data for Flemish community exclude second qualification; AT, ISCED 5B refers to previous year; PT, ISCED level 5B excludes second qualification; FI, data include those who graduated a second time at the same ISCED level; CY, data exclude tertiary students graduating abroad; EL, LU, CH, RO, TR, not available.
(2) Data for 2000.

Source: Joint UNESCO-OECD-EUROSTAT data collection (UOE) questionnaires on educational finance and on graduates.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

EU aggregates and population coverage in this chapter

EU aggregates in this chapter exclude Belgium, France, Ireland and the Netherlands.

The population coverage is individuals aged 16 to 74 (inclusive). Data for Spain covers all persons aged 16 or over.

7.1 HOUSEHOLD USE OF ICT

In 2002, EU households were more equipped with communication devices than with information technology although significant differences existed among Member States (see table 7.1.1). The television was the most common ICT device owned by households when considering all reception modes (terrestrial, satellite and cable). The popularity of mobile telephony was also widespread, as in all countries at least 60 % of households owned a mobile phone set. In Denmark, Luxembourg, Finland and the United Kingdom the proportion of households with an Internet enabled mobile phone was 15 % or higher and in the same countries the proportion of households with other types of mobile phones exceeded 70 %. Note that the same household may have several mobile phones and these may be of different types (Internet enabled or otherwise), and so these percentages can not simply be aggregated.

Personal computers, on the other hand, failed to reach similar take-up rates since only five countries reported that more than half of households were equipped with a desktop or portable: Denmark (72 % of households), Germany (65 %), the United Kingdom (58 %), Finland (55 %) and Luxembourg (53 %).

The greater equipment rates reported by households with dependent children compared to those without dependent children may well reflect the greater demand for communication and entertainment of families with children. However it must be noted that households without dependent children regroup young households with no children, older ones whose children have already left home, as well as other categories of households across all age groups that have no children.

Table 7.1.1: Proportion of households with selected ICT, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK (1)
Internet enabled mobile phone	:	:	15	12	2	14	:	:	11	15	:	13	6	17	:	18
Other types of mobile phone	:	:	71	64	69	60	:	:	64	75	:	60	67	74	:	76
Conventional, analogue, terrestrial television	:	:	38	23	98	97	:	:	89	13	:	21	:	95	:	:
Digital terrestrial television	:	:	12	1	2	2	:	:	4	3	:	:	:	3	:	3
Satellite dish connected to a television	:	:	19	37	4	7	:	:	19	20	:	42	6	12	:	23
Cable television	:	:	38	49	0	4	:	:	3	72	:	37	25	32	:	8
Personal computer:	:	:	72	65	25	36	:	:	38	53	:	45	31	55	:	58
desktop computer	:	:	70	55	24	35	:	:	33	49	:	43	27	51	:	54
portable computer	:	:	15	10	2	3	:	:	5	12	:	9	3	11	:	15
Handheld computer (palmtop)	:	:	4	3	0	1	:	:	1	9	:	2	0	:	:	5
Car with traffic navigation system	:	:	2	2	0	:	:	:	1	2	:	1	:	:	:	2

(1) The wording of questions concerning digital and satellite television was non standard.

Source: Survey on ICT usage in households, Eurostat.

Table 7.1.2: Proportion of households with selected ICT by type of household, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK (1)
Internet enabled mobile phone																
Households without dependent children	:	:	:	:	1	10	:	:	8	14	:	11	:	13	:	16
Households with dependent children	:	:	:	:	3	21	:	:	16	19	:	17	:	26	:	:
Other types of mobile phone																
Households without dependent children	:	:	:	57	57	49	:	:	56	68	:	56	:	74	:	71
Households with dependent children	:	:	:	82	88	83	:	:	77	89	:	73	:	73	:	86
Conventional, analogue, terrestrial television																
Households without dependent children	:	:	:	24	98	97	:	:	89	14	:	22	:	95	:	:
Households with dependent children	:	:	:	:	98	97	:	:	89	10	:	18	:	97	:	:
Digital terrestrial television																
Households without dependent children	:	:	:	33	3	6	:	:	14	16	:	38	:	11	:	20
Households with dependent children	:	:	:	47	6	10	:	:	27	27	:	52	:	16	:	30
Satellite dish connected to a television																
Households without dependent children	:	:	:	50	0	3	:	:	2	74	:	39	:	33	:	:
Households with dependent children	:	:	:	:	0	5	:	:	4	69	:	33	:	30	:	:
Personal computer:																
Households without dependent children	:	:	:	52	16	26	:	:	26	40	:	38	:	46	:	50
Households with dependent children	:	:	:	98	40	58	:	:	61	77	:	67	:	82	:	75
<i>desktop computer</i>																
Households without dependent children	:	:	:	43	15	24	:	:	21	36	:	35	:	41	:	45
Households with dependent children	:	:	:	84	37	57	:	:	55	74	:	65	:	79	:	73
<i>portable computer</i>																
Households without dependent children	:	:	:	:	1	3	:	:	5	10	:	9	:	10	:	14
Households with dependent children	:	:	:	:	3	4	:	:	6	16	:	11	:	15	:	:

(1) The wording of questions concerning digital and satellite television was non standard.

Source: Survey on ICT usage in households, Eurostat.

7.2 HOUSEHOLD INTERNET ACCESS

In most EU countries, less than half of households had access at home to the Internet in 2002. The highest household Internet access was reported by Denmark (56 %) and the United Kingdom (50 %), while in Spain (17 %), Portugal (16 %), and Greece less than one-fifth of households had home Internet access. Desktop PCs were by far the favourite devices used to access the Internet (favoured by usually more than 90 % of Internet households), and access through mobile phones showed particularly high rates in Austria (13 %), Luxembourg (15 %) and Finland (16 %) (see table 7.2.1). In addition, households with dependent children reported much higher Internet access rates than those with no dependent children (see table 7.2.2).

Table 7.2.1: Access to Internet, 2002 (%)

	EU	BE	DK	DE	EL	ES (1)	FR	IE	IT	LU	NL	AT	PT	FI	SE (2)	UK
Proportion of households having access to Internet (3)																
Have access to Internet	:	:	56	43	12	17	:	:	27	40	:	31	16	44	:	50
Have no access to Internet	:	:	44	57	87	83	:	:	71	60	:	65	84	56	:	50
Households having access to Internet: proportion having access through selected devices (multiple answers possible) (3)																
Desktop computer	:	:	95	92	96	95	:	:	91	:	92	90	84	91	:	85
Portable computer	:	:	15	14	6	8	:	:	:	19	:	16	10	17	19	18
Handheld computer	:	:	2	1	0	0	:	:	:	5	:	2	:	:	2	:
Television (digital television or set top box)	:	:	0	1	0	0	:	:	:	1	:	3	:	:	5	8
Mobile phone used alone (WAP, GPRS)	:	:	6	8	6	1	:	:	:	15	:	13	9	16	8	10
Games console	:	:	0	1	0	:	:	:	:	4	:	4	:	:	5	:
Other device	:	:	0	1	0	0	:	:	:	0	:	1	:	:	5	:

(1) Other device includes games console.

(2) Mobile phone used alone includes also mobile phone used with a portable computer.

(3) Proportion of do not know / no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

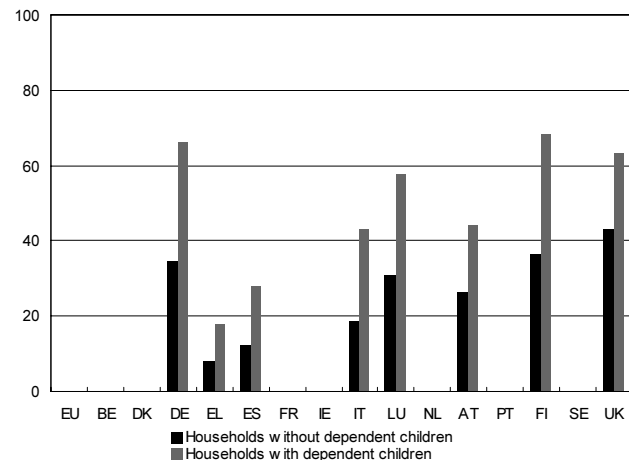
Table 7.2.2: Access to Internet, 2002 (%) (1)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Households having access to Internet																
Households without dependent children	:	:	:	35	8	12	:	:	18	31	:	26	:	36	:	43
Households with dependent children	:	:	:	66	18	28	:	:	43	58	:	44	:	68	:	63

(1) Proportion of do not know / no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

Figure 7.2.1: Proportion of households having access to Internet, 2002 (%) (1)



(1) EU, BE, DK, FR, IE, NL, PT and SE, not available; proportion of do not know/no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

7.3 USE OF COMPUTERS AND INTERNET

Approximately half of the EU population (aged 16 to 74) had used a computer in the three months prior to the survey, ranging from less than one-quarter in Greece (24 %) to more than three-quarters in Sweden (76 %); note the Spanish data only refers to persons having used a computer and the Internet. Daily use of computers was most common at work: only in Denmark and Greece were computers used more often on a daily basis at home than in the workplace (see table 7.3.1).

While in all countries for which data was available men used computers more than women, the gap was generally contained within a few percentage points and was never more than 10 percentage points. The same was not true when looking at the different age groups. In all countries, computer usage significantly decreased with age, from the highest usage rate of 73 % among the youngest (16 to 24 years) down to less than half this proportion (30 %) among the 55 to 64 years age group. A breakdown by both sex and age reveals that there were relatively equal computer usage rates between men and women in younger age groups while the disparity grew as age gets higher (see table 7.3.3).

Two fifths of surveyed persons had recently accessed the Internet, although there were important differences among Member States, from a low of 15 % in Greece up to a high of 71 % in Sweden. As with computer users, Internet users were more likely to be men than women (see table 7.3.5), while the access rate was again strongly related to age, with 63 % of the 16-24 age group accessing the Internet recently, compared to 22 % in the 55-64 age group.

Computer and Internet use was also strongly dependent on the education level achieved. They were both approximately three times higher among the persons having reached a high education level compared to those having achieved a lower education level. It is nevertheless interesting to note that the Internet access gap between education levels was much narrower in the Nordic Member States and Germany, resulting from a higher usage rate among the persons with lower education. Similarly, retired persons were much less prone to access the Internet than students or persons in employment.

Table 7.3.1: Use of computers, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons using a computer in the 3 months prior to the survey																
Used a computer	49	:	72	63	24	19	:	:	37	50	:	48	26	74	76	67
Persons having used a computer in the 3 months prior to the survey: frequency of use by location																
At home:																
daily	30	:	46	31	38	38	:	:	21	36	:	29	28	27	36	29
weekly	38	:	30	40	22	32	:	:	39	33	:	33	34	36	39	38
monthly	10	:	10	11	4	7	:	:	11	10	:	7	7	9	10	9
less than once a month	3	:	4	3	2	1	:	:	3	6	:	3	2	3	3	3
At work:																
daily	41	:	43	36	34	38	:	:	42	52	:	50	42	42	46	45
weekly	9	:	5	7	5	8	:	:	10	5	:	9	9	8	11	10
monthly	2	:	2	2	1	2	:	:	2	3	:	1	1	2	2	2
less than once a month	:	:	1	1	0	0	:	:	1	1	:	1	1	:	1	1
At a place of education:																
daily	4	:	7	3	3	5	:	:	3	2	:	7	6	5	7	3
weekly	7	:	5	6	6	8	:	:	8	6	:	6	14	9	10	9
monthly	2	:	2	2	1	4	:	:	3	2	:	1	3	3	3	3
less than once a month	:	:	0	2	0	1	:	:	2	1	:	2	1	:	3	2
At another place:																
daily	:	:	:	1	2	1	:	:	1	2	:	2	2	2	2	1
weekly	:	:	:	4	4	5	:	:	4	4	:	4	5	10	8	4
monthly	:	:	:	5	3	5	:	:	4	4	:	3	3	13	9	5
less than once a month	:	:	:	5	1	2	:	:	5	5	:	3	2	8	5	4

(1) Reference period was the previous month, not the previous 3 months. (2) Questions only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.2: Use of computers, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons using a computer in the 3 months prior to the survey																
Men	:	:	75	67	28	:	:	:	42	54	:	53	28	75	78	68
Women	:	:	68	:	20	:	:	:	32	45	:	44	25	74	74	67

(1) Reference period was the previous month, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

Approximately two thirds of persons accessing the Internet did so from home and a relatively large proportion accessed Internet from the workplace. In both of these locations usage frequency was high, with daily or weekly access the most common frequencies, however persons using an Internet connection at work tended more to use it on a daily basis, while the home connection was used more on a weekly basis (see tables 7.3.9 and 7.3.10).

The average amount of time spent on-line by persons having accessed the Internet was relatively limited, as most of them had connected for less than 2 hours within the three months prior to the survey. Interestingly, men tended to spend more time on-line than women (see table 7.3.12), this gender gap being noted in nearly every country for all of the time classes from 6 hours of use or more.

Table 7.3.3: Proportion of persons using a computer in the 3 months prior to the survey by age group and gender, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
All persons (aged 16-74)																
Men	:	:	75	67	28	:	:	:	42	54	:	53	28	75	78	68
Women	:	:	68	:	20	:	:	:	32	45	:	44	25	74	74	67
Persons aged 16-24																
Men	:	:	91	91	55	:	:	:	65	60	:	76	51	94	97	85
Women	:	:	87	91	48	:	:	:	65	90	:	78	58	97	96	87
Persons aged 25-34																
Men	:	:	86	84	39	:	:	:	53	79	:	67	38	92	94	79
Women	:	:	81	77	37	:	:	:	50	70	:	58	38	93	89	84
Persons aged 35-44																
Men	:	:	82	79	37	:	:	:	52	61	:	64	27	85	92	75
Women	:	:	81	75	20	:	:	:	39	66	:	55	25	88	84	81
Persons aged 45-54																
Men	:	:	77	68	21	:	:	:	46	60	:	52	20	73	78	69
Women	:	:	74	63	12	:	:	:	26	34	:	39	16	82	82	67
Persons aged 55-64																
Men	:	:	63	46	:	:	:	:	21	28	:	30	12	53	70	51
Women	:	:	48	33	:	:	:	:	7	17	:	15	4	51	58	45
Persons aged 65-74																
Men	:	:	36	28	3	:	:	:	6	15	:	9	4	30	28	27
Women	:	:	19	:	1	:	:	:	1	1	:	3	:	:	28	16

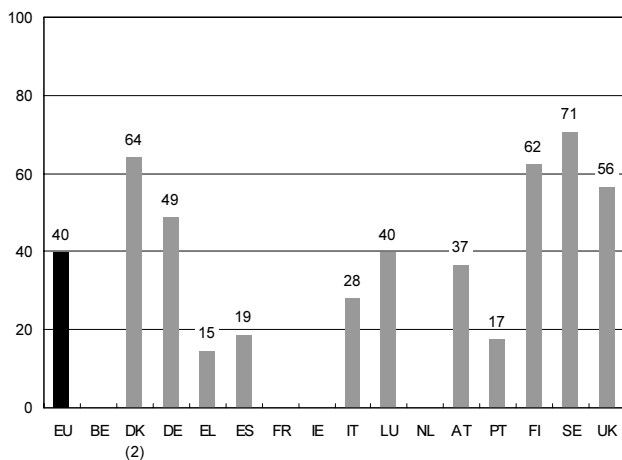
(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.3.4: Use of Internet, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons accessing Internet in the 3 months prior to the survey																
Accessed Internet	40	:	64	49	15	19	:	:	28	40	:	37	17	62	71	56
Did not access Internet	:	:	36	51	85	:	:	:	70	60	:	63	81	37	29	43
Do not know / answer not available	60	:	0	0	0	:	:	:	2	:	:	0	1	0	0	0

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Figure 7.3.1: Proportion of persons accessing Internet in the 3 months prior to the survey, 2002 (%) (1)



(1) BE, FR, IE and NL, not available.

(2) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.3.5: A comparison of computer and Internet use by gender, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons accessing Internet in the 3 months prior to the survey																
Men	:	:	69	54	18	:	:	:	33	45	:	41	19	64	73	59
Women	:	:	60	:	12	:	:	:	23	35	:	32	16	61	68	:

(1) Reference period was the previous month, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.6: A comparison of computer and Internet use by age, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons using a computer in the 3 months prior to the survey																
16-24 years old	73	:	89	91	51	38	:	:	65	75	:	77	55	95	97	86
25-34 years old	63	:	84	81	38	30	:	:	51	75	:	63	38	93	91	81
35-44 years old	60	:	82	77	28	22	:	:	46	63	:	59	26	87	88	78
45-54 years old	50	:	75	65	16	14	:	:	36	49	:	46	18	77	80	68
55-64 years old	30	:	56	39	6	6	:	:	14	22	:	22	8	52	64	48
65-74 years old	:	:	27	:	2	1	:	:	3	7	:	6	2	20	28	21
Proportion of persons accessing Internet in the 3 months prior to the survey																
16-24 years old	63	:	88	77	32	38	:	:	52	64	:	62	38	91	97	80
25-34 years old	54	:	80	69	26	30	:	:	41	64	:	49	27	85	90	70
35-44 years old	48	:	73	60	16	22	:	:	34	51	:	44	16	72	81	64
45-54 years old	38	:	65	46	8	14	:	:	25	35	:	32	10	58	73	55
55-64 years old	22	:	45	26	4	6	:	:	9	16	:	15	4	39	56	37
65-74 years old	:	:	18	:	1	1	:	:	2	3	:	3	1	11	20	14

(1) Reference period was the previous month, not the previous 3 months.

(2) Questions about computer use only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.7: A comparison of computer and Internet use by education level, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons using a computer in the 3 months prior to the survey																
All education levels	49	:	72	59	24	19	:	:	38	50	:	48	30	82	76	67
Low (ISCED 1 and 2)	27	:	56	49	7	7	:	:	18	26	:	29	17	76	56	37
Medium (ISCED 3 and 4)	61	:	75	58	35	32	:	:	59	61	:	54	71	90	79	78
High (ISCED 5 and 6)	75	:	87	75	58	47	:	:	77	90	:	79	81	97	93	90
Proportion of persons accessing Internet in the 3 months prior to the survey																
All education levels	40	:	64	45	14	19	:	:	29	40	:	37	20	70	71	56
Low (ISCED 1 and 2)	20	:	49	36	4	7	:	:	12	17	:	21	9	60	50	27
Medium (ISCED 3 and 4)	48	:	67	44	21	32	:	:	46	48	:	40	51	81	73	64
High (ISCED 5 and 6)	67	:	81	63	39	46	:	:	66	84	:	68	65	90	89	85

(1) Reference period was the previous month, not the previous 3 months.

(2) Questions about computer use only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

Table 7.3.8: A comparison of computer and Internet use by working status, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of persons using a computer in the 3 months prior to the survey																
All working status	48	:	72	59	20	19	:	:	37	50	:	48	26	74	76	67
Student	74	:	95	100	27	47	:	:	82	90	:	90	82	99	98	94
Employee, self-employed, family worker	62	:	79	78	32	25	:	:	50	67	:	62	28	86	84	77
Retired person	13	:	28	18	2	3	:	:	7	12	:	11	3	27	31	28
Other	36	:	59	59	7	16	:	:	15	25	:	29	10	63	74	49
Proportion of persons accessing Internet in the 3 months prior to the survey																
All working status	39	:	64	45	12	19	:	:	28	40	:	37	17	62	71	56
Student	68	:	92	97	18	47	:	:	69	85	:	80	63	97	96	93
Employee, self-employed, family worker	51	:	71	61	19	25	:	:	38	54	:	46	18	71	79	65
Retired person	9	:	18	11	2	3	:	:	4	6	:	7	2	18	21	21
Other	27	:	54	44	3	16	:	:	11	17	:	19	6	51	65	36

(1) Reference period was the previous month, not the previous 3 months.

(2) Questions about computer use only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.9: Persons having accessed Internet in the 3 months prior to the survey: proportion having accessed from selected locations, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK (2)
At home	76	:	77	80	56	68	:	:	73	79	:	64	61	65	84	79
At work	:	:	50	35	39	42	:	:	48	53	:	56	45	:	53	45
At a place of education	:	:	15	11	10	15	:	:	15	12	:	16	27	:	17	18
At another place, of which selected locations:	25	:	17	20	16	21	:	:	14	19	:	15	12	31	20	40
public library	:	:	4	3	1	:	:	:	:	6	:	2	3	13	7	8
post office	:	:	0	0	0	:	:	:	:	2	:	0	:	:	:	:
public office, town hall, community centre	:	:	0	1	0	:	:	:	:	3	:	1	2	4	4	2
Internet Café	:	:	1	3	11	11	:	:	:	6	:	3	1	3	2	9
at a neighbour, friend or relative's house	:	:	10	14	7	11	:	:	:	15	:	10	8	22	15	31

(1) Reference period was the previous month, not the previous 3 months.

(2) The wording of questions concerning locations was not standard.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.10: Persons having accessed Internet in the 3 months prior to the survey: proportion having connected with specified frequency (by location), 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK (2)
At home																
Daily	22	:	34	22	30	29	:	:	14	29	:	25	20	19	28	20
Weekly	40	:	32	43	20	31	:	:	41	36	:	30	32	35	42	42
Monthly	11	:	10	11	5	7	:	:	14	9	:	6	7	8	11	12
Less than once a month	4	:	1	4	1	1	:	:	4	5	:	3	2	3	3	5
At work																
Daily	22	:	31	16	25	26	:	:	22	32	:	36	22	30	32	23
Weekly	14	:	12	12	13	12	:	:	19	13	:	15	18	13	16	13
Monthly	5	:	4	4	1	3	:	:	5	5	:	2	4	4	4	6
Less than once a month	:	:	2	2	0	1	:	:	2	2	:	3	1	:	1	3
At a place of education																
Daily	3	:	6	2	2	3	:	:	2	3	:	5	4	5	5	3
Weekly	7	:	6	5	5	7	:	:	7	5	:	8	16	9	9	9
Monthly	3	:	2	3	3	4	:	:	3	3	:	1	5	3	2	3
Less than once a month	:	:	0	3	0	1	:	:	2	1	:	2	2	:	1	2
At another place																
Daily	2	:	1	1	2	2	:	:	1	2	:	2	1	2	1	4
Weekly	6	:	4	5	7	7	:	:	3	3	:	6	5	8	6	8
Monthly	8	:	9	6	4	8	:	:	4	6	:	3	4	13	8	14
Less than once a month	8	:	3	8	2	5	:	:	5	9	:	4	2	8	5	14

(1) Reference period was the previous month, not the previous 3 months.

(2) The wording of questions concerning frequency was not standard.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.11: Persons having accessed Internet in the 3 months prior to the survey: proportion spending specified

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK (1)
Less than 1 hour	:	:	0	16	15	24	:	:	:	0	:	3	:	20	1	21
1-2 hours	:	:	38	40	30	43	:	:	36	46	:	38	:	33	44	17
3-5 hours	:	:	26	24	28	:	:	:	23	25	:	30	:	20	23	19
6-10 hours	:	:	16	12	13	18	:	:	20	16	:	16	:	14	16	9
11-14 hours	:	:	5	1	3	8	:	:	3	3	:	3	:	2	3	5
15-21 hours	:	:	4	4	3	5	:	:	6	6	:	6	:	5	6	2
More than 21 hours	:	:	7	3	7	1	:	:	5	2	:	4	:	4	6	:
Do not know / answer not available	:	:	3	0	0	2	:	:	8	1	:	0	:	3	1	28

(1) The following non-standard time categories were used: 1 hour or less; over 1 hour up to 2 hours; over 2 hours up to 5 hours; over 5 hours up to 10 hours; over 10 hours up to 20 hours; over 20 hours up to 40 hours; over 40 hours.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.12: Persons having accessed Internet in the 3 months prior to the survey: proportion spending specified amount of time on the Internet during these 3 months, 2002 (%) (1)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Less than 1 hour																
Men	:	:	0	:	14	20	:	:	:	0	:	2	:	20	1	:
Women	:	:	0	:	16	29	:	:	:	0	:	4	:	20	1	:
1-2 hours																
Men	:	:	32	:	28	42	:	:	32	38	:	35	:	30	36	:
Women	:	:	45	:	32	44	:	:	41	55	:	42	:	35	51	:
3-5 hours																
Men	:	:	26	:	29	:	:	:	23	24	:	29	:	21	24	:
Women	:	:	27	:	26	:	:	:	22	26	:	30	:	18	22	:
6-10 hours																
Men	:	:	17	:	13	19	:	:	22	20	:	18	:	14	18	:
Women	:	:	14	:	14	16	:	:	17	11	:	14	:	13	14	:
11-14 hours																
Men	:	:	8	:	4	10	:	:	3	3	:	3	:	:	4	:
Women	:	:	2	:	2	6	:	:	2	3	:	2	:	:	3	:
15-21 hours																
Men	:	:	5	:	1	6	:	:	7	9	:	7	:	6	8	:
Women	:	:	3	:	6	3	:	:	5	3	:	5	:	4	4	:
More than 21 hours																
Men	:	:	10	:	10	2	:	:	6	4	:	5	:	5	8	:
Women	:	:	4	:	3	1	:	:	4	0	:	3	:	:	4	:

(1) Proportion of do not know/no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

7.4 PURPOSE OF INTERNET USE

The most popular Internet application (for private purposes) was by far sending and receiving e-mails; this attracted two-thirds or more of Internet users in all countries. Usage rate for other applications show that Internet was mainly seen as a source of information, with high usage rates for "finding information about goods and services" and "reading or downloading online newspapers and magazines". In several countries, access to financial services was also quite a popular Internet activity, as was obtaining information from public authorities' web sites, particularly in the Nordic countries and Luxembourg (see table 7.4.1).

In all countries female Internet users made more use of the Internet than their male counterparts for services related to training or education and services related to health. Male Internet users however were more likely than female Internet users to use more entertainment oriented applications, such as to download or play games, watch or listen to web television or radio, or to read on-line newspapers and magazines. Equally, all of the selected types of purchasing and banking, as well as all of the selected types of interaction with public authorities were more likely to have been done by male rather than female Internet users (see table 7.4.2).

Age also appeared as a discriminating factor for several activities. For example non e-mail communication (such as instant messaging or chat rooms) and downloading of games and music was clearly favoured by younger rather than older users, while the use of financial services and e-government activities displayed higher usage frequency among older age groups, with stable rates across all age groups older than 25 years (see table 7.4.3).

The usage pattern of Internet activities by age is also reflected in the breakdown by education level and by working status (see tables 7.4.4 and 7.4.5), the latter being to a large extent influenced by age. Unsurprisingly persons with low education and those still studying shared the same usage pattern of the 16-24 age group, namely being the most active users of non e-mail communication and on-line games and music.

Table 7.4.1: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Communication																
Sending/receiving e-mails	:	:	83	77	67	78	:	:	:	77	:	88	:	74	81	69
Videoconferencing	:	:	4	2	3	6	:	:	:	6	:	3	:	:	5	3
Other communication uses (for example chat sites)	:	:	10	21	20	32	:	:	:	20	:	17	:	16	18	11
Information search and on-line services																
Finding information about goods and services	:	:	77	70	66	49	:	:	:	73	:	42	:	73	87	60
Using services related to travel and accommodation	:	:	:	39	32	37	:	:	:	58	:	:	:	51	46	:
Using services related to training /	:	:	42	38	42	38	:	:	:	38	:	26	:	45	6	25
Using health related services	:	:	37	10	10	9	:	:	:	30	:	8	:	25	20	:
Listening to web radios, watching web television	:	:	13	6	17	:	:	:	:	14	:	6	:	10	19	7
Playing / downloading games and music	:	:	19	20	27	47	:	:	:	35	:	20	:	30	48	18
Reading / downloading online newspapers / news magazines	:	:	40	21	52	44	:	:	:	37	:	28	:	42	62	22
Purchase of goods and services, banking																
Financial services (banking, share purchasing)	:	:	51	30	5	23	:	:	:	40	:	19	:	64	56	24
Purchasing / ordering non-financial goods or services	:	:	28	30	6	:	:	:	:	30	:	14	:	19	37	33
Selling goods and services (for example via auctions)	:	:	5	11	0	6	:	:	:	7	:	3	:	8	6	1
Interaction with public authorities																
Obtaining information from public authorities' web sites	:	:	55	29	24	:	:	:	:	37	:	22	18	50	57	11
Downloading official forms	:	:	18	14	2	:	:	:	:	12	:	14	2	19	33	:
Sending filled forms	:	:	22	7	7	32	:	:	:	12	:	8	2	7	16	:

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Reading / downloading online newspapers / news magazines includes also listening to web radios, watching web television; financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services; sending filled forms includes all interaction with public authorities.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.2: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Communication																
Sending/receiving e-mails																
Men	:	:	84	:	69	79	:	:	:	78	:	88	:	72	81	:
Women	:	:	83	:	63	77	:	:	:	75	:	89	:	77	81	:
Videoconferencing																
Men	:	:	5	:	3	6	:	:	:	5	:	4	:	:	7	:
Women	:	:	3	:	4	5	:	:	:	8	:	3	:	:	4	:
Other communication uses (for example chat sites)																
Men	:	:	13	:	20	31	:	:	:	20	:	17	:	18	22	:
Women	:	:	7	:	19	33	:	:	:	20	:	16	:	14	15	:
Information search and on-line services																
Finding information about goods and services																
Men	:	:	81	:	69	53	:	:	:	74	:	45	:	75	90	:
Women	:	:	72	:	61	45	:	:	:	72	:	38	:	71	85	:
Using services related to travel and accommodation																
Men	:	:	:	:	32	37	:	:	:	59	:	:	:	49	44	:
Women	:	:	:	:	32	37	:	:	:	57	:	:	:	53	48	:
Using services related to training / education																
Men	:	:	40	:	38	35	:	:	:	36	:	25	:	42	5	:
Women	:	:	45	:	48	41	:	:	:	42	:	28	:	49	7	:
Using health related services																
Men	:	:	32	:	7	8	:	:	:	24	:	7	:	19	15	:
Women	:	:	43	:	15	11	:	:	:	38	:	10	:	31	26	:
Listening to web radios, watching web television																
Men	:	:	17	:	18	:	:	:	:	19	:	8	:	12	25	:
Women	:	:	8	:	17	:	:	:	:	9	:	5	:	7	11	:
Playing / downloading games and music																
Men	:	:	24	:	28	51	:	:	:	36	:	23	:	36	55	:
Women	:	:	14	:	26	43	:	:	:	34	:	16	:	25	40	:
Reading / downloading online newspapers / news magazines																
Men	:	:	47	:	54	49	:	:	:	38	:	31	:	45	69	:
Women	:	:	31	:	48	39	:	:	:	35	:	24	:	38	55	:
Purchase of goods and services, banking																
Financial services (banking, share purchasing)																
Men	:	:	56	:	6	27	:	:	:	46	:	22	:	65	60	:
Women	:	:	45	:	3	17	:	:	:	33	:	15	:	63	51	:
Purchasing / ordering non-financial goods or services																
Men	:	:	32	:	6	:	:	:	:	37	:	16	:	20	42	:
Women	:	:	24	:	5	:	:	:	:	22	:	12	:	17	31	:
Selling goods and services (for example via auctions)																
Men	:	:	6	:	0	7	:	:	:	9	:	4	:	12	7	:
Women	:	:	3	:	0	5	:	:	:	4	:	2	:	:	4	:
Interaction with public authorities																
Obtaining information from public																
Men	:	:	60	:	26	:	:	:	:	42	:	23	19	51	61	:
Women	:	:	48	:	21	:	:	:	:	32	:	20	17	50	52	:
Downloading official forms																
Men	:	:	20	:	3	:	:	:	:	15	:	16	3	20	38	:
Women	:	:	15	:	1	:	:	:	:	9	:	12	2	17	27	:
Sending filled forms																
Men	:	:	25	:	10	33	:	:	:	13	:	9	2	8	18	:
Women	:	:	17	:	4	30	:	:	:	11	:	7	2	5	14	:

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Reading / downloading online newspapers / news magazines includes also listening to web radios, watching web television; financial services

(banking, share purchasing) includes also purchasing / ordering of non-financial goods or services; sending filled forms includes all interaction with public authorities.

Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

Table 7.4.3: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Other (not e-mail or videoconferencing) communication uses (for example chat sites)																
Persons aged 16-24	:	:	26	44	23	58	:	:	:	51	:	32	:	35	48	29
Persons aged 25-34	:	:	10	:	25	25	:	:	:	16	:	16	:	16	24	13
Persons aged 35-44	:	:	8	14	10	17	:	:	:	12	:	10	:	10	12	:
Persons aged 45-54	:	:	4	:	10	17	:	:	:	12	:	9	:	:	8	:
Persons aged 55-64	:	:	3	:	22	12	:	:	:	18	:	8	:	:	7	:
Persons aged 65-74	:	:	1	:	19	17	:	:	:	0	:	14	:	:	6	:
Services related to training / education																
Persons aged 16-24	:	:	75	70	47	51	:	:	:	47	:	35	:	67	10	43
Persons aged 25-34	:	:	48	40	45	35	:	:	:	30	:	26	:	44	7	21
Persons aged 35-44	:	:	34	32	35	31	:	:	:	45	:	25	:	43	6	23
Persons aged 45-54	:	:	32	29	27	30	:	:	:	38	:	20	:	37	6	20
Persons aged 55-64	:	:	23	:	34	23	:	:	:	30	:	17	:	24	3	:
Persons aged 65-74	:	:	6	:	58	20	:	:	:	29	:	21	:	:	1	:
Playing / downloading games and music																
Persons aged 16-24	:	:	40	42	39	69	:	:	:	57	:	39	:	57	80	35
Persons aged 25-34	:	:	22	:	20	45	:	:	:	39	:	20	:	29	54	22
Persons aged 35-44	:	:	15	:	26	36	:	:	:	22	:	13	:	23	43	12
Persons aged 45-54	:	:	12	:	20	30	:	:	:	35	:	10	:	14	38	:
Persons aged 55-64	:	:	4	:	11	20	:	:	:	12	:	8	:	:	27	:
Persons aged 65-74	:	:	11	:	0	26	:	:	:	19	:	12	:	:	31	:
Financial services (banking, share purchasing)																
Persons aged 16-24	:	:	31	:	3	9	:	:	:	9	:	8	:	40	43	16
Persons aged 25-34	:	:	59	40	5	27	:	:	:	43	:	24	:	72	65	32
Persons aged 35-44	:	:	59	31	7	29	:	:	:	52	:	22	:	74	59	23
Persons aged 45-54	:	:	53	34	6	34	:	:	:	47	:	19	:	71	58	26
Persons aged 55-64	:	:	50	:	5	34	:	:	:	51	:	19	:	67	49	26
Persons aged 65-74	:	:	50	:	0	34	:	:	:	13	:	21	:	:	42	:
Obtaining information from public authorities' web sites																
Persons aged 16-24	:	:	40	20	23	:	:	:	:	22	:	17	8	37	43	:
Persons aged 25-34	:	:	53	30	23	:	:	:	:	40	:	24	21	57	61	11
Persons aged 35-44	:	:	58	31	30	:	:	:	:	40	:	23	24	57	59	13
Persons aged 45-54	:	:	64	35	28	:	:	:	:	37	:	22	29	53	64	16
Persons aged 55-64	:	:	59	:	13	:	:	:	:	42	:	22	33	47	53	15
Persons aged 65-74	:	:	59	:	0	:	:	:	:	80	:	27	:	:	49	:

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.4: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Other (not e-mail or videoconferencing) communication uses (for example chat sites)																
Low education level (ISCED 1 and 2)	:	:	18	37	24	49	:	:	:	25	:	28	:	15	33	10
Medium education level (ISCED 3 and 4)	:	:	9	20	22	36	:	:	:	23	:	15	:	7	17	15
High education level (ISCED 5 and 6)	:	:	5	12	17	20	:	:	:	14	:	10	:	:	12	7
Services related to training / education																
Low education level (ISCED 1 and 2)	:	:	50	52	53	35	:	:	:	35	:	30	:	46	6	20
Medium education level (ISCED 3 and 4)	:	:	37	35	36	41	:	:	:	36	:	23	:	41	6	25
High education level (ISCED 5 and 6)	:	:	43	38	46	37	:	:	:	43	:	39	:	44	7	28
Playing / downloading games and music																
Low education level (ISCED 1 and 2)	:	:	33	35	33	59	:	:	:	55	:	34	:	27	66	16
Medium education level (ISCED 3 and 4)	:	:	16	19	36	52	:	:	:	30	:	19	:	20	47	21
High education level (ISCED 5 and 6)	:	:	12	12	15	39	:	:	:	28	:	12	:	:	39	14
Financial services (banking, share purchasing)																
Low education level (ISCED 1 and 2)	:	:	36	16	2	14	:	:	:	30	:	7	:	68	40	15
Medium education level (ISCED 3 and 4)	:	:	56	30	3	19	:	:	:	39	:	20	:	73	58	23
High education level (ISCED 5 and 6)	:	:	57	40	7	30	:	:	:	48	:	26	:	76	63	29
Obtaining information from public authorities' web sites																
Low education level (ISCED 1 and 2)	:	:	43	16	12	:	:	:	:	26	:	13	12	51	44	:
Medium education level (ISCED 3 and 4)	:	:	56	28	24	:	:	:	:	36	:	21	16	61	53	7
High education level (ISCED 5 and 6)	:	:	65	37	28	:	:	:	:	46	:	33	27	66	70	18

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.5: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES (2)	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Other (not e-mail or videoconferencing) communication uses (for example chat sites)																
Student	:	:	21	28	24	55	:	:	:	51	:	34	:	36	38	39
Employee, self-employed, family worker	:	:	8	20	16	22	:	:	:	17	:	14	:	10	14	7
Retired person	:	:	7	:	34	27	:	:	:	4	:	12	:	:	9	:
Other	:	:	8	32	36	36	:	:	:	13	:	15	:	:	36	:
Services related to training / education																
Student	:	:	81	92	54	57	:	:	:	69	:	51	:	72	12	69
Employee, self-employed, family worker	:	:	34	34	36	30	:	:	:	33	:	22	:	39	5	19
Retired person	:	:	4	:	22	32	:	:	:	27	:	18	:	:	3	:
Other	:	:	49	58	56	33	:	:	:	44	:	23	:	51	7	25
Playing / downloading games and music																
Student	:	:	37	36	40	66	:	:	:	55	:	38	:	56	66	39
Employee, self-employed, family worker	:	:	14	19	22	39	:	:	:	31	:	17	:	22	44	14
Retired person	:	:	16	:	19	45	:	:	:	13	:	15	:	:	36	:
Other	:	:	26	29	29	52	:	:	:	41	:	19	:	35	61	23
Financial services (banking, share purchasing)																
Student	:	:	33	28	4	8	:	:	:	8	:	8	:	40	43	13
Employee, self-employed, family worker	:	:	56	32	6	29	:	:	:	45	:	21	:	72	59	26
Retired person	:	:	51	36	5	26	:	:	:	34	:	22	:	69	48	:
Other	:	:	50	17	2	17	:	:	:	44	:	15	:	60	48	19
Obtaining information from public authorities' web sites																
Student	:	:	46	49	23	:	:	:	:	24	:	21	7	43	54	:
Employee, self-employed, family worker	:	:	58	29	26	:	:	:	:	40	:	22	23	53	57	13
Retired person	:	:	58	32	25	:	:	:	:	75	:	25	:	49	56	:
Other	:	:	42	19	14	:	:	:	:	26	:	20	12	49	57	:

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.6: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified work related activities at home, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT (2)	LU	NL	AT	PT	FI	SE	UK
Looking for a job / sending job applications	10	:	20	12	3	6	:	:	1	5	:	2	2	14	29	9
Finding information related to own work or own business	21	:	28	19	24	23	:	:	9	28	:	14	20	27	33	28
Sending work carried out at home to another	:	:	:	5	2	5	:	:	4	8	:	6	2	11	17	13
Other activities	9	:	8	13	12	1	:	:	7	19	:	10	8	15	18	6

(1) Among persons having used the Internet in the previous month, not the previous 3 months. (2) Question only asked to employed persons.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.7: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified work related activities at home, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT (2)	LU	NL	AT	PT	FI	SE	UK
Looking for a job / sending job applications																
Education levels																
Low (ISCED 1 and 2)	:	:	21	10	1	3	:	:	0	4	:	2	:	16	31	:
Medium (ISCED 3 and 4)	:	:	19	12	2	6	:	:	1	3	:	2	2	10	29	6
High (ISCED 5 and 6)	:	:	20	10	4	8	:	:	2	7	:	3	3	:	29	15
Age groups																
16-24 years old	:	:	24	:	4	7	:	:	0	4	:	3	:	23	49	8
25-34 years old	:	:	30	:	3	9	:	:	2	7	:	3	2	18	40	12
35-44 years old	:	:	21	:	2	3	:	:	1	4	:	2	:	12	27	10
45-54 years old	:	:	14	:	1	3	:	:	0	3	:	2	:	:	23	:
55-64 years old	:	:	6	:	0	3	:	:	0	3	:	1	:	:	9	:
65-74 years old	:	:	0	:	0	0	:	:	0	0	:	0	:	:	0	:
Finding information related to own work or own business																
Education levels																
Low (ISCED 1 and 2)	10	:	11	10	22	13	:	:	7	12	:	8	12	5	19	11
Medium (ISCED 3 and 4)	:	:	28	16	18	17	:	:	8	24	:	12	16	:	32	22
High (ISCED 5 and 6)	:	:	45	30	31	31	:	:	16	42	:	30	36	:	43	42
Age groups																
16-24 years old	:	:	6	17	20	12	:	:	2	23	:	10	8	:	13	16
25-34 years old	23	:	29	22	24	25	:	:	8	26	:	14	26	27	36	31
35-44 years old	26	:	38	21	28	29	:	:	13	33	:	17	30	42	39	34
45-54 years old	27	:	38	21	28	34	:	:	16	34	:	17	30	39	41	34
55-64 years old	:	:	31	:	21	23	:	:	12	29	:	10	28	24	35	24
65-74 years old	:	:	5	:	24	13	:	:	6	10	:	5	:	:	1	:
Sending work carried out at home to another work place (teleworking)																
Education levels																
Low (ISCED 1 and 2)	:	:	:	:	3	1	:	:	1	1	:	1	:	8	6	:
Medium (ISCED 3 and 4)	:	:	:	4	2	3	:	:	3	5	:	6	2	16	14	9
High (ISCED 5 and 6)	:	:	:	10	2	7	:	:	9	15	:	12	5	36	27	22
Age groups																
16-24 years old	:	:	:	:	1	2	:	:	0	0	:	2	:	:	5	:
25-34 years old	:	:	:	:	3	6	:	:	4	9	:	8	3	11	16	14
35-44 years old	:	:	:	:	2	5	:	:	6	11	:	8	4	20	21	19
45-54 years old	:	:	:	:	1	7	:	:	5	12	:	7	:	15	24	18
55-64 years old	:	:	:	:	0	6	:	:	5	6	:	6	:	:	18	:
65-74 years old	:	:	:	:	0	5	:	:	2	0	:	3	:	:	0	:

(1) Among persons having used the Internet in the previous month, not the previous 3 months. (2) Question only asked to employed persons.

Source: Survey on ICT usage in households, Eurostat.

7.5 INTERNET PURCHASES

Among the persons having recently accessed the Internet, more than one third had made purchases on-line for non-work purposes in the United Kingdom (43 %), Luxembourg and Sweden (both 34 %). In contrast Greece (5 %), Portugal (6 %), Spain and Italy (both 11 %) reported the lowest e-commerce activity in terms of the proportion of Internet users.

Male Internet users were more likely to buy on-line than female Internet users as were Internet users in the age group between 25 and 34 years. The incidence of e-commerce activity was quite stable across age groups in a few countries (for example in Austria) but most countries reported a fall in this activity in the higher age groups.

Table 7.5.1: Persons having accessed Internet in the 3 months prior to the survey: proportion using Internet for buying or ordering goods and services for non-work purposes, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Made Internet purchases	:	:	:	:	5	11	:	:	11	34	:	21	6	18	34	43

Source: Survey on ICT usage in households, Eurostat.

Table 7.5.2: Persons having accessed Internet in the 3 months prior to the survey: proportion using Internet for buying or ordering goods and services for non-work purposes by gender, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Made Internet purchases																
Men	:	:	:	:	5	13	:	:	14	41	:	24	8	18	38	:
Women	:	:	:	:	4	9	:	:	7	24	:	17	3	17	29	:
Did not make Internet purchases																
Men	:	:	:	63	95	86	:	:	82	52	:	76	91	82	62	:
Women	:	:	:	:	96	91	:	:	88	68	:	83	96	83	71	:
Do not know / answer not available																
Men	:	:	:	37	0	0	:	:	4	7	:	0	1	0	0	:
Women	:	:	:	:	0	0	:	:	5	8	:	0	1	0	0	:

Source: Survey on ICT usage in households, Eurostat.

Table 7.5.3: Persons having accessed Internet in the 3 months prior to the survey: proportion using Internet for buying or ordering goods and services for non-work purposes, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Made Internet purchases																
Persons aged 16-24	:	:	:	28	4	7	:	:	8	19	:	16	4	18	40	31
Persons aged 25-34	:	:	:	48	7	14	:	:	14	39	:	26	8	22	42	54
Persons aged 35-44	:	:	:	37	3	12	:	:	13	38	:	21	7	21	38	46
Persons aged 45-54	:	:	:	34	4	12	:	:	9	35	:	20	:	13	29	43
Persons aged 55-64	:	:	:	:	1	12	:	:	10	19	:	16	:	:	19	44
Persons aged 65-74	:	:	:	:	0	4	:	:	7	38	:	22	:	:	12	:

Source: Survey on ICT usage in households, Eurostat.

7.6 TYPE AND VALUE OF INTERNET PURCHASES

The most popular goods purchased on-line were media products, such as books, films and music. Interestingly, e-buyers in Denmark and Finland showed a particular interest for clothes and sports goods. Computer hardware was also a popular item bought on-line, while food and groceries seemed to appeal particularly to British shoppers.

Turning to services, travel and holiday accommodation were the most frequently products bought on-line, together with

tickets for events. The high recourse to financial services in Luxembourg and Sweden is notable (see table 7.6.1).

A breakdown by gender shows that male Internet shoppers were particularly interested in films and music, computer related products, electronic equipment, financial services and betting. In contrast, female Internet shoppers were more likely to purchase food and groceries, books and clothes on-line than their male counterparts (see table 7.6.2).

Table 7.6.1: Persons having made Internet purchases in the 3 months prior to the survey: proportion having purchased selected products, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Food, groceries	:	:	7	6	0	:	:	:	:	11	:	6	:	:	3	18
Films, music	:	:	22	19	33	:	:	:	:	39	:	16	24	22	36	33
Books, magazines, e-learning material	:	:	30	48	41	:	:	:	:	73	:	39	44	29	34	32
Clothes, sports goods	:	:	32	30	6	:	:	:	:	21	:	18	:	33	28	19
Computer software (including video games)	:	:	22	14	11	:	:	:	:	20	:	14	17	:	15	16
Computer hardware	:	:	23	12	28	:	:	:	:	12	:	7	11	14	17	8
Electronic equipment (including cameras)	:	:	10	12	11	:	:	:	:	9	:	8	:	12	11	11
Shares, financial services, insurance	:	:	6	6	3	:	:	:	:	15	:	5	:	:	21	9
Travel and holiday accommodation	:	:	34	15	5	:	:	:	:	38	:	20	11	19	34	46
Tickets for events	:	:	35	10	0	:	:	:	:	24	:	17	17	17	30	32
Lotteries and betting	:	:	3	5	0	:	:	:	:	1	:	3	:	45	6	:
Other products	:	:	18	25	12	:	:	:	:	5	:	12	16	:	18	:

(1) Reference period was the previous year, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

Table 7.6.2: Persons having made Internet purchases in the 3 months prior to the survey: proportion having purchased selected products, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Food, groceries																
Men	:	:	6	:	0	:	:	:	:	8	:	6	:	:	2	:
Women	:	:	10	:	0	:	:	:	:	16	:	8	:	:	3	:
Films, music																
Men	:	:	27	:	50	:	:	:	:	42	:	17	27	29	40	:
Women	:	:	13	:	6	:	:	:	:	34	:	13	:	:	29	:
Books, magazines, e-learning material																
Men	:	:	30	:	34	:	:	:	:	69	:	38	43	23	31	:
Women	:	:	31	:	51	:	:	:	:	80	:	40	46	35	39	:
Clothes, sports goods																
Men	:	:	25	:	0	:	:	:	:	21	:	14	:	:	20	:
Women	:	:	43	:	16	:	:	:	:	20	:	27	:	49	38	:
Computer software (including video games)																
Men	:	:	28	:	11	:	:	:	:	25	:	17	21	:	21	:
Women	:	:	13	:	12	:	:	:	:	9	:	6	:	:	6	:
Computer hardware																
Men	:	:	33	:	41	:	:	:	:	17	:	10	:	23	25	:
Women	:	:	7	:	6	:	:	:	:	3	:	3	:	:	5	:
Electronic equipment (including cameras)																
Men	:	:	13	:	18	:	:	:	:	12	:	10	:	:	15	:
Women	:	:	5	:	0	:	:	:	:	1	:	4	:	:	4	:
Shares, financial services, insurance																
Men	:	:	7	:	4	:	:	:	:	18	:	7	:	:	26	:
Women	:	:	4	:	0	:	:	:	:	8	:	2	:	:	14	:
Travel and holiday accommodation																
Men	:	:	34	:	4	:	:	:	:	41	:	21	:	21	33	:
Women	:	:	33	:	8	:	:	:	:	30	:	18	:	:	35	:
Tickets for events																
Men	:	:	36	:	0	:	:	:	:	25	:	16	15	:	30	:
Women	:	:	34	:	0	:	:	:	:	21	:	19	:	:	30	:
Lotteries and betting																
Men	:	:	5	:	0	:	:	:	:	2	:	4	:	:	9	:
Women	:	:	1	:	0	:	:	:	:	1	:	2	:	:	1	:
Other products																
Men	:	:	16	:	4	:	:	:	:	6	:	12	15	:	17	:
Women	:	:	21	:	25	:	:	:	:	4	:	11	:	:	18	:

(1) Reference period was the previous year, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

In nearly all countries with data available the majority of Internet shoppers spent on-line less than 300 euro in the 3 months prior to the survey. In general, male Internet shoppers were more likely to spend larger amounts of money on-line, with most countries reporting a higher proportion of men in the categories from 200 euro upwards. The main exception to this pattern was Greece, where male Internet shoppers were concentrated in the 200-299 euro bracket, while a significant proportion of female Internet shoppers spent more than this amount.

Security issues appear to present a concern for some persons buying on-line, as in several countries a majority of them did not provide credit cards details during their e-commerce transactions (see table 7.6.5).

Table 7.6.3: Persons having made Internet purchases in the 3 months prior to the survey: proportion spending specified amount of money (excluding financial investment) on the Internet during these 3 months, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
0-29 euro	:	:	11	10	13	35	:	:	:	5	:	7	12	:	6	7
30-99 euro	:	:	16	25	19	24	:	:	:	20	:	22	25	30	21	11
100-199 euro	:	:	9	23	14	22	:	:	:	19	:	21	25	19	20	15
200-299 euro	:	:	5	12	40	11	:	:	:	19	:	14	14	:	14	15
300-499 euro	:	:	2	12	11	5	:	:	:	10	:	15	:	12	10	20
500-999 euro	:	:	3	8	3	1	:	:	:	11	:	13	:	:	10	12
1 000-2 499 euro	:	:	2	4	1	0	:	:	:	10	:	6	:	:	11	7
2 500 euro or more	:	:	0	1	0	0	:	:	:	4	:	2	:	:	4	:

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.6.4: Persons having made Internet purchases in the 3 months prior to the survey: proportion spending specified amount of money (excluding financial investment) on the Internet during these 3 months, 2002 (%)

	EU	BE	DK (1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
0-29 euro																
Men	:	:	11	:	11	38	:	:	:	5	:	6	:	:	5	:
Women	:	:	11	:	16	30	:	:	:	4	:	10	:	:	7	:
30-99 euro																
Men	:	:	14	:	19	24	:	:	:	18	:	20	24	24	19	:
Women	:	:	18	:	18	22	:	:	:	25	:	25	:	:	24	:
100-199 euro																
Men	:	:	8	:	7	18	:	:	:	20	:	20	27	:	20	:
Women	:	:	10	:	24	28	:	:	:	17	:	23	:	:	19	:
200-299 euro																
Men	:	:	5	:	55	11	:	:	:	16	:	14	14	:	13	:
Women	:	:	6	:	16	9	:	:	:	24	:	13	:	:	14	:
300-499 euro																
Men	:	:	3	:	6	6	:	:	:	11	:	17	:	:	11	:
Women	:	:	1	:	20	5	:	:	:	7	:	13	:	:	9	:
500-999 euro																
Men	:	:	5	:	0	1	:	:	:	14	:	14	:	:	12	:
Women	:	:	1	:	8	1	:	:	:	6	:	12	:	:	7	:
1 000-2 499 euro																
Men	:	:	4	:	1	0	:	:	:	10	:	7	:	:	11	:
Women	:	:	0	:	0	0	:	:	:	12	:	3	:	:	11	:
2 500 euro or more																
Men	:	:	0	:	0	0	:	:	:	5	:	2	:	:	5	:
Women	:	:	0	:	0	0	:	:	:	4	:	2	:	:	3	:

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.6.5: Persons having made Internet purchases in the 3 months prior to the survey: proportion having given credit card details over the Internet for any of these purchases, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Gave credit card details	:	:	:	18	56	59	:	:	:	79	:	37	:	14	25	85
Did not give credit card details	:	:	:	81	44	39	:	:	:	21	:	63	:	25	75	:

Source: Survey on ICT usage in households, Eurostat.

8. ICT USE BY ENTERPRISES

NACE activities covered in this chapter

Data in this chapter cover enterprises in the following activities	
	Total: D, G, 55.1, 55.2, I, 67, K (1)
D	Manufacturing
G	Distribution
55.1, 55.2	Hotels and accommodation (2)
I	Transport, storage and communication
67	Activities auxiliary to financial intermediation (3)
K	Business services (real estate, renting and business activities) (4)

(1) DK, DE, IE, IT, exclude Division 67.

(2) NL, includes Groups 55.3 to 55.5.

(3) NL, includes Divisions 65 and 66.

(4) FI, includes Division 67.

EU aggregates in this chapter

EU aggregates in this chapter exclude Belgium, France, the Netherlands and the United Kingdom; for data presented with an activity breakdown, Ireland is also excluded

Size classes covered in this chapter

Data in this chapter cover enterprises with 10 persons employed or more, using the following breakdown (1)

Total	Enterprises with 10 or more persons employed
SME	Enterprises with 10 to 249 persons employed
Small	Enterprises with 10 to 49 persons employed
Medium	Enterprises with 50 to 249 persons employed
Large	Enterprises with 250 or more persons employed

(1) NL, the boundary between medium (and SME) and large enterprises is 200 persons employed, not 250 persons employed.

8.1 USE OF ICT TECHNOLOGIES

The vast majority (94 %) of enterprises in the EU used computers at the start of 2002 (see table 8.1.1). However, the take-up rates of intranet and Internet use were more varied across countries. On average, 29 % of EU enterprises used an intranet (an internal network system that is similar to Internet, but that is specific to the enterprise), while 81 % had recourse to use the Internet. As with the use of computers, the figures generally displayed an increase in the use of these technologies as a function of the average size of an enterprise, as is clearly shown in figure 8.1.3.

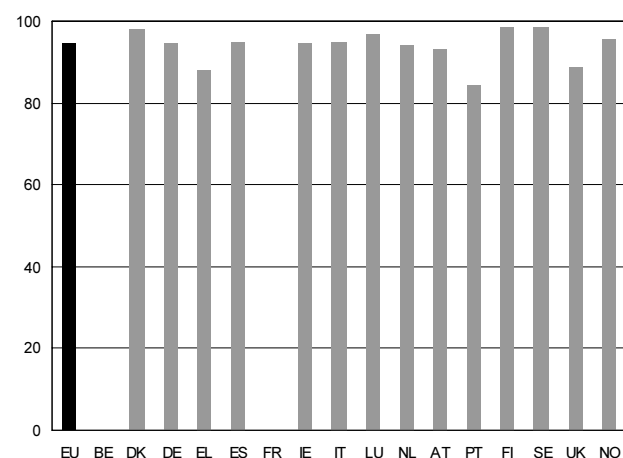
Table 8.1.5 shows the type of connections that were used by enterprises for their Internet access. Note that these data do not sum to 100 % as an enterprise can have more than one way of accessing the Internet. In general, the highest enterprise use of modern infrastructures, such as broadband, was recorded in the Nordic countries (Denmark, Finland, Sweden and Norway).

Table 8.1.1: Proportion of enterprises using computers, beginning 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Total	94	:	98	95	88	95	:	95	95	97	94	93	84	99	99	89	95
SME	94	:	98	94	88	95	:	95	95	97	94	93	84	99	99	88	95
Small	94	:	97	94	87	94	:	94	94	96	94	92	81	98	98	86	95
Medium	99	:	100	99	99	99	:	99	99	99	96	99	97	100	100	98	99
Large	100	:	100	100	99	100	:	98	100	97	97	100	99	100	100	100	99

Source: E-commerce database, Eurostat.

Figure 8.1.1: Proportion of enterprises using computers, beginning 2002 (%)



Source: E-commerce database, Eurostat.

Table 8.1.2: Proportion of enterprises using computers, beginning 2002 (%)

	NACE activities					
	Average	D	G	55.1, 55.2	I	K
EU	94	93	95	95	95	97
BE	:	:	:	:	:	:
DK	98	97	99	92	96	100
DE	95	94	92	94	99	98
EL	88	85	91	81	95	95
ES	95	92	98	98	96	95
FR	:	:	:	:	:	:
IE	:	:	93	93	94	95
IT	95	95	98	96	86	95
LU	97	95	96	88	97	99
NL	94	97	96	82	93	93
AT	93	93	93	95	84	99
PT	84	79	90	100	97	92
FI	99	98	99	98	99	100
SE	99	99	99	99	94	100
UK	88	95	86	65	91	95
NO	95	97	94	98	90	98

Source: E-commerce database, Eurostat.

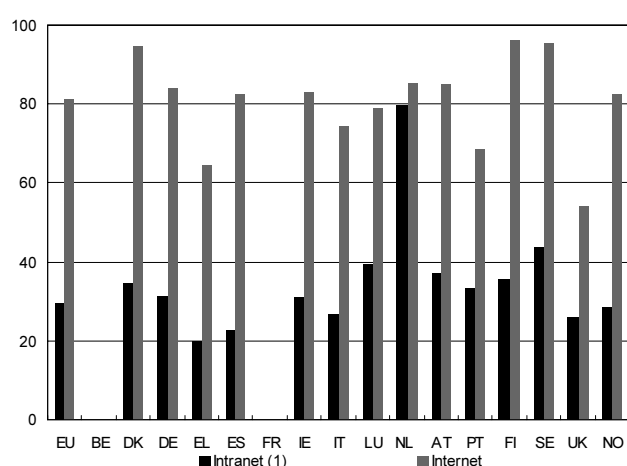
Table 8.1.3: Proportion of enterprises using intranet and Internet, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Proportion of enterprises using intranet (1)																	
Total	29	:	35	31	20	23	:	31	27	40	80	37	34	36	44	26	28
SME	28	:	33	30	19	22	:	30	26	38	79	35	33	33	43	24	27
Small	25	:	29	26	18	18	:	26	23	34	77	32	30	29	38	21	23
Medium	48	:	50	48	48	40	:	48	47	55	92	54	48	53	66	42	48
Large	73	:	81	73	66	68	:	67	70	78	96	77	72	80	82	65	78
Proportion of enterprises using Internet																	
Total	81	:	95	84	64	83	:	83	74	79	85	85	69	96	95	54	82
SME	81	:	95	83	64	82	:	82	74	78	85	84	68	96	95	53	82
Small	79	:	94	82	63	80	:	80	72	77	84	82	64	95	94	49	80
Medium	92	:	99	90	91	94	:	94	89	83	91	96	91	99	99	75	95
Large	98	:	100	98	96	98	:	96	95	96	95	100	98	100	100	86	96

(1) NL, enterprises with computers connected in a network within the enterprise (for example a LAN).

Source: E-commerce database, Eurostat.

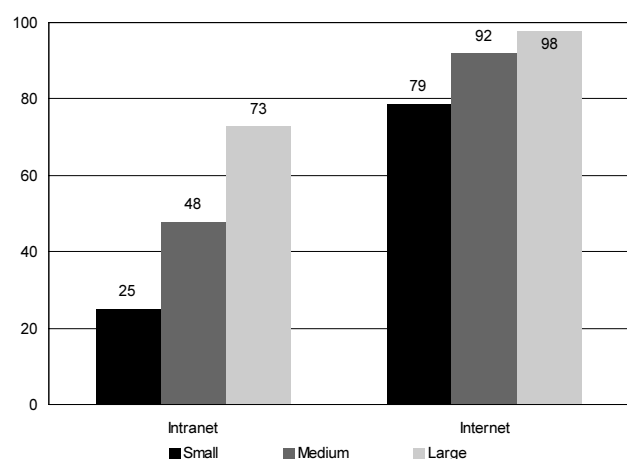
Figure 8.1.2: Proportion of enterprises using intranet and Internet, 2002 (%)



(1) NL, enterprises with computers connected in a network within the enterprise (for example a LAN).

Source: E-commerce database, Eurostat.

Figure 8.1.3: Proportion of enterprises using intranet and Internet by size, EU, 2002 (%)



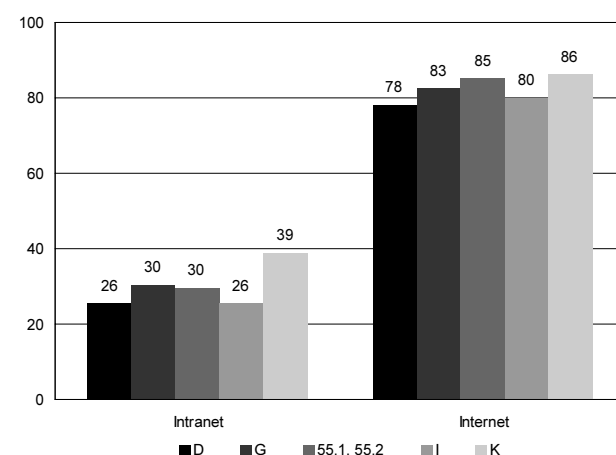
Source: E-commerce database, Eurostat.

Table 8.1.4: Proportion of enterprises using Internet, 2002 (%)

	NACE activities					
	Average	D	G	55.1, 55.2	I	K
EU	81	78	83	85	80	86
BE	:	:	:	:	:	:
DK	95	92	96	85	94	98
DE	84	82	83	85	85	87
EL	64	62	66	47	76	86
ES	82	79	88	89	84	81
FR	:	:	:	:	:	:
IE	:	:	75	88	83	88
IT	74	73	76	82	65	79
LU	78	74	71	83	77	91
NL	85	89	86	67	79	88
AT	85	84	83	88	73	94
PT	69	64	72	100	84	78
FI	96	96	95	97	93	99
SE	95	96	95	97	90	97
UK	54	63	45	28	51	66
NO	82	92	73	92	79	92

Source: E-commerce database, Eurostat.

Figure 8.1.4: Proportion of enterprises using intranet and Internet by activity, EU, 2002 (%)



Source: E-commerce database, Eurostat.

Table 8.1.5: Enterprises using the Internet: proportion with selected types of Internet access, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (1)	AT	PT	FI	SE	UK	NO
Internet via analog modem	:	:	17	:	54	51	:	51	39	34	29	25	56	21	49	56	7
Internet via ISDN	:	:	39	:	56	37	:	:	59	68	57	65	34	35	51	:	60
Internet via xDSL (2)	:	:	37	:	1	:	:	6	18	17	12	23	17	31	13	16	22
Internet via other broadband connection (> 2Mbps) (3)	:	:	23	:	3	6	:	5	1	7	5	11	12	15	21	13	25

(1) Excluding cable and some other type of connections. (2) NO, fixed connection with transmission capacity below 2 Mbps.

(3) NO, fixed connection with transmission capacity of at least 2 Mbps.

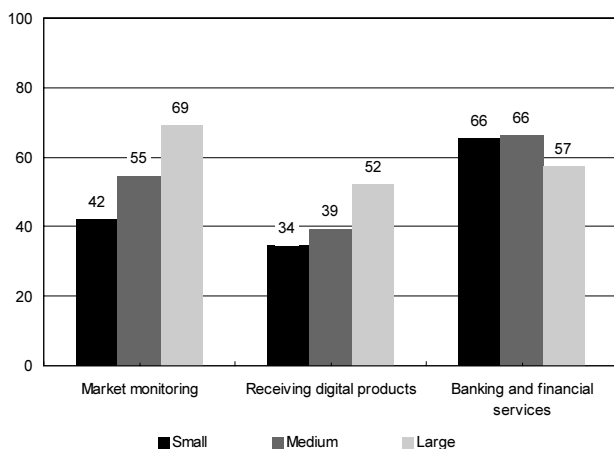
Source: E-commerce database, Eurostat.

8.2 USE AND PROVISION OF INTERNET SERVICES

The main use of the Internet by EU enterprises, as customers, was for banking and financial services, some 65 % of all enterprises. This figure was heavily influenced by the high proportion of SMEs using such services, whereas large enterprises had less recourse to bank over the Internet (see figure 8.2.1). Large enterprises used the Internet more for market monitoring (69 %).

Of the EU enterprises that used the Internet, a majority (67 %) had their own web site or homepage. Large enterprises were more likely to have a web presence than SMEs (see figure 8.2.4), while enterprises in the hotels and accommodation sector reported a much higher web presence (87%) than enterprises in the other activities that were part of the e-commerce survey (see figure 8.2.5).

Figure 8.2.1: Enterprises using the Internet: proportion using selected Internet services (as a customer), EU, 2002 (%)

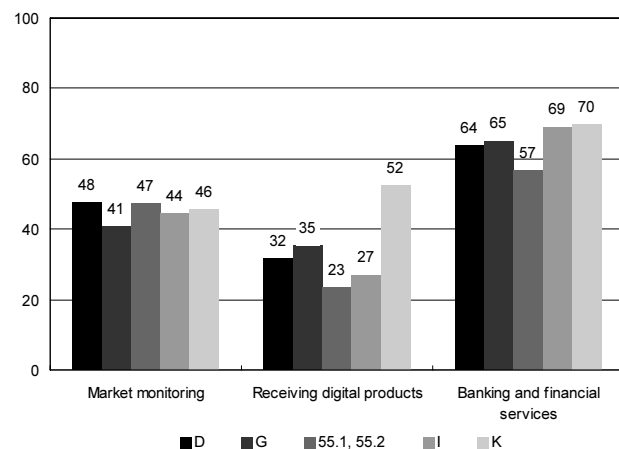


Source: E-commerce database, Eurostat.

For those EU enterprises that had a web site or a homepage, by far the most popular use of the Internet was as a means to market products (81 %). This observation held across all countries, except for Spain and Portugal, where relatively more enterprises provided access to catalogues and price lists.

The proportion of enterprises offering particular services on the Internet generally rose as a function of the size of an enterprise (see figure 8.2.6). Broken down by activity (see figure 8.2.7), hotels and accommodation services reported the highest recourse to the two most popular services offered on the Internet, namely, marketing products and providing catalogues and price lists.

Figure 8.2.2: Enterprises using the Internet: proportion using selected Internet services (as a customer), EU, 2002 (%)



Source: E-commerce database, Eurostat.

Table 8.2.1: Enterprises using the Internet: proportion using selected Internet services (as a customer), 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE (1)	UK	NO
Market monitoring (1)	45	:	44	41	77	54	:	40	38	55	63	66	43	61	53	:	52
Receiving digital products	36	:	45	42	15	21	:	30	33	62	27	26	18	60	65	:	58
Obtaining after sales services	:	:	:	50	15	23	:	22	15	31	30	16	14	36	70	:	:
Banking & financial services (1)	65	:	72	65	60	78	:	69	52	54	78	68	71	85	75	:	73

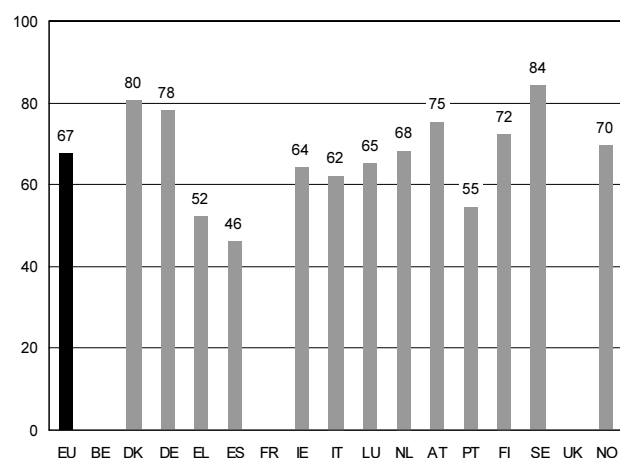
(1) SE, wording of these services was different.

Source: E-commerce database, Eurostat.

Table 8.2.2: Enterprises using the Internet: proportion having a web site or a homepage, 2002 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Total	67	:	80	78	52	46	:	64	62	65	68	75	55	72	84	:	70
SME	67	:	80	78	52	45	:	63	62	65	67	75	54	71	84	:	69
Small	64	:	79	76	51	42	:	61	59	62	65	72	52	68	82	:	67
Medium	80	:	84	89	68	62	:	75	77	75	78	86	60	88	92	:	80
Large	85	:	92	88	74	74	:	80	82	73	86	91	71	91	97	:	87

Source: E-commerce database, Eurostat.

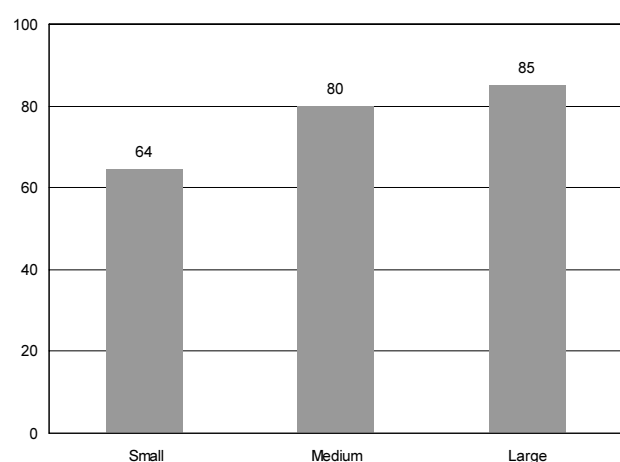
Figure 8.2.3: Proportion of enterprises having a web site or a homepage, 2002 (%)

Source: E-commerce database, Eurostat.

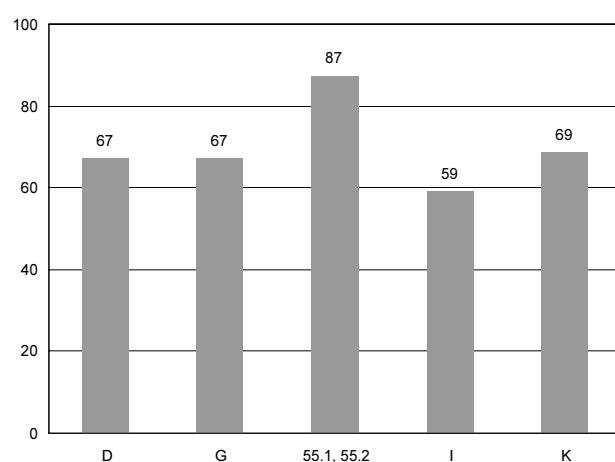
Table 8.2.3: Enterprises using the Internet: proportion having a web site or a homepage, 2002 (%)

	NACE activities				
	Average	D	G	55.1, 55.2	I K
EU	68	67	67	87	59 69
BE	:	:	:	:	:
DK	80	80	80	73	62 91
DE	78	80	80	89	65 77
EL	52	50	53	90	51 46
ES	46	47	43	71	46 45
FR	:	:	:	:	:
IE	:	:	56	92	68 68
IT	62	64	60	90	52 54
LU	65	64	65	89	52 70
NL	68	66	63	79	63 76
AT	75	74	72	98	70 72
PT	55	57	48	69	59 57
FI	72	73	68	93	63 79
SE	84	83	82	99	74 90
UK	:	:	:	:	:
NO	70	69	61	78	66 87

Source: E-commerce database, Eurostat.

Figure 8.2.4: Enterprises using the Internet: proportion having a web site or a homepage, EU, 2002 (%)

Source: E-commerce database, Eurostat.

Figure 8.2.5: Enterprises using the Internet: proportion having a web site or a homepage, EU, 2002 (%)

Source: E-commerce database, Eurostat.

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Table 8.2.4: Enterprises with a web site or homepage: proportion providing Internet services, 2002 (%)

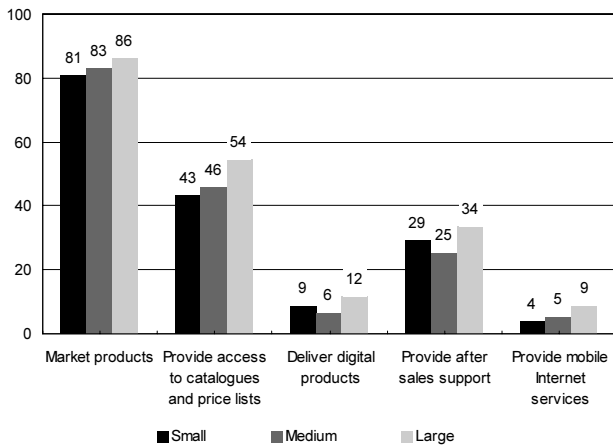
	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Market products	81	:	96	82	97	54	:	90	88	69	88	88	58	86	97	:	93
Provide access to catalogues & price lists (1)	44	:	39	40	43	60	:	45	43	51	40	47	58	42	43	:	43
Deliver digital products (2)	8	:	11	11	7	6	:	12	5	20	20	7	5	11	4	:	14
Provide after sales support	29	:	27	45	11	18	:	18	7	23	30	12	16	31	35	:	30
Provide mobile Internet services	5	:	2	6	6	2	:	7	3	5	:	4	2	5	5	:	3

(1) SE, wording of these services was different.

(2) DK, wording of these services was different.

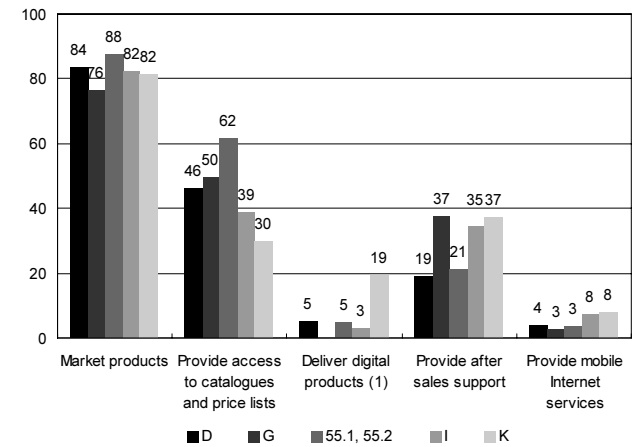
Source: E-commerce database, Eurostat.

Figure 8.2.6: Enterprises with a web site or homepage: proportion providing Internet services by size, EU, 2002 (%)



Source: E-commerce database, Eurostat.

Figure 8.2.7: Enterprises with a web site or homepage: proportion providing Internet services by activity, EU, 2002 (%)



(1) Section G, not available.

Source: E-commerce database, Eurostat.

8.3 INTERNET PURCHASES

Of the EU enterprises that used the Internet, almost one-third (30 %) purchased goods or services in 2001. As with the majority of indicators in this chapter, the recourse to e-purchasing generally grew with the average size of an enterprise, as 39 % of large enterprises in the EU used e-purchasing (see table 8.3.1).

The highest proportion of enterprises using e-purchasing was recorded in Denmark, Finland and Sweden, followed by the United Kingdom and Germany. These five countries were the only ones to report that more than 40 % of enterprises that used the Internet engaged in e-purchasing.

An average of 41 % of EU enterprises that used the Internet in 2001 within the business services sector (NACE Section K) made use of e-purchasing. This activity accounted for the highest proportion of enterprises using e-purchasing in every Member State, except for Portugal and Finland, where a higher proportion of enterprises in the hotels and accommodation sector used e-purchasing (see table 8.3.2).

There is a limited set of information available with respect to the importance of e-purchasing in 11 of the Member States. This shows that the vast majority of enterprises used e-purchasing for less than 10 % of their total purchases (see overleaf). In the Netherlands, there was a considerably higher share of enterprises (15 %), in particular SMEs, that were making 50 % or more of their purchases through the Internet. Large enterprises in Luxembourg also made considerably more use of e-purchasing, some 13 % making 50 % or more of their purchases through the Internet.

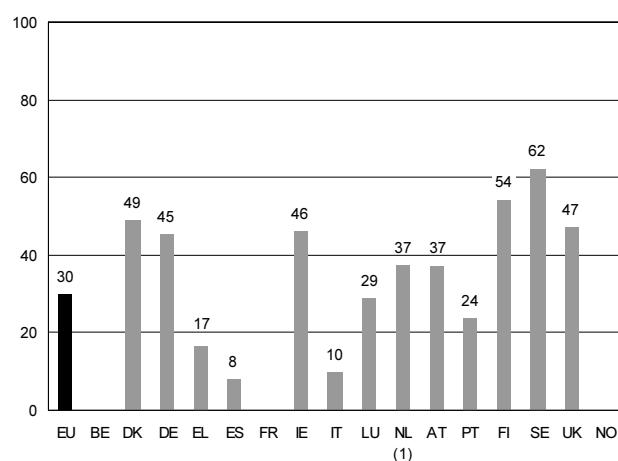
Table 8.3.1: Enterprises using the Internet: proportion having purchased via Internet, 2001 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (1)	AT	PT	FI	SE	UK	NO
Total	30	:	49	45	17	8	:	46	10	29	37	37	24	54	62	47	:
SME	30	:	48	45	16	8	:	45	10	29	37	36	24	53	62	47	:
Small	29	:	45	46	16	7	:	44	9	29	35	35	23	52	60	49	:
Medium	32	:	60	41	20	10	:	52	12	31	44	42	26	62	72	42	:
Large	39	:	80	41	27	15	:	62	15	23	54	56	30	70	83	45	:

(1) All electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.3.1: Enterprises using the Internet: proportion having purchased via Internet, 2001 (%)



(1) All electronic networks.

Source: E-commerce database, Eurostat.

Table 8.3.2: Enterprises using the Internet: proportion having purchased via Internet by activity, 2001 (%)

	NACE activities				
	Average	D	G	55.1, 55.2	I K
EU	30	22	34	24	27 41
BE	:	:	:	:	:
DK	49	44	49	31	31 67
DE	45	37	51	35	40 53
EL	17	14	16	14	21 31
ES	8	7	9	3	7 9
FR	:	:	:	:	:
IE	:	:	38	31	52 58
IT	10	8	11	9	6 18
LU	29	30	28	24	16 37
NL (1)	37	33	40	34	35 40
AT	37	38	33	32	39 45
PT	24	23	23	34	24 26
FI	54	51	56	67	40 64
SE	62	59	59	51	48 78
UK	47	35	43	5	64 67
NO	:	:	:	:	:

(1) All electronic networks.

Source: E-commerce database, Eurostat.

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Table 8.3.3: Enterprises having purchased via the Internet in 2001: proportion whose Internet purchases were: (%) (1)

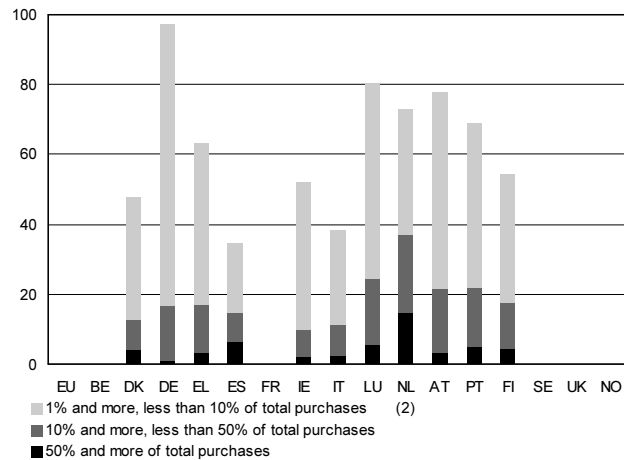
	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (2)	AT	PT	FI	SE	UK	NO
1% or more of total purchases																	
Total	:	:	48	97	63	35	:	52	38	80	73	78	69	54	:	:	:
SME	:	:	49	98	65	35	:	52	39	81	73	78	70	55	:	:	:
Small	:	:	50	98	66	38	:	53	42	81	74	80	67	56	:	:	:
Medium	:	:	44	97	55	27	:	52	22	79	70	74	78	50	:	:	:
Large	:	:	35	90	22	25	:	51	21	60	69	67	55	51	:	:	:
10% or more of total purchases																	
Total	:	:	13	17	17	15	:	10	11	24	37	22	22	18	:	:	:
SME	:	:	13	17	18	15	:	10	11	25	38	22	23	18	:	:	:
Small	:	:	16	18	19	17	:	10	13	25	40	25	24	19	:	:	:
Medium	:	:	6	9	10	11	:	9	5	22	27	13	18	15	:	:	:
Large	:	:	5	9	3	6	:	12	4	13	27	12	10	12	:	:	:
50% or more of total purchases																	
Total	:	:	4	1	3	6	:	2	2	6	15	3	5	4	:	:	:
SME	:	:	4	1	3	7	:	2	2	6	15	3	5	5	:	:	:
Small	:	:	5	1	3	8	:	2	2	5	16	4	5	5	:	:	:
Medium	:	:	1	0	4	2	:	1	1	6	10	0	5	2	:	:	:
Large	:	:	0	0	0	2	:	0	1	13	10	2	2	2	:	:	:

(1) Enterprises weighted by their purchases except LU and AT (weighted by turnover).

(2) All electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.3.2: Enterprises having purchased via the Internet in 2001: proportion whose Internet purchases were: (%) (1)



(1) Enterprises weighted by their purchases except LU and AT (weighted by turnover).

(2) All electronic networks.

Source: E-commerce database, Eurostat.

8.4 INTERNET SALES

While almost one-third of the EU's enterprises using the Internet in 2001 made e-purchases, only 13 % sold goods or services via the Internet (see table 8.4.1). Large enterprises were generally more inclined to sell goods or services on the Internet than SMEs, although this was not true in Germany or Luxembourg. The highest recourse to the use of e-sales was found in Denmark, Ireland, the Netherlands, Austria and Norway, where upwards of 20 % of enterprises sold goods or services via the Internet.

Broken down by activity, EU enterprises in the hotels and accommodation sector made by far the most use of e-sales, as 49 % of those enterprises using the Internet recorded e-sales in 2001 (see table 8.4.2). This sector recorded the highest proportion of enterprises selling via the Internet in every Member State, except for the Netherlands and the United Kingdom, where a higher proportion of transport, storage and communications' enterprises made e-sales.

As with e-purchases, a relatively small share of total sales was accounted for by e-sales. Within the EU, only 1 % of those enterprises that used the Internet in 2001 made 50 % or more of their sales through the Internet. The Netherlands, together with Greece and Sweden, stood out by reporting that 5 % of their enterprises that sold via the Internet made at least 50 % of their sales through the Internet.

Table 8.4.1: Enterprises using the Internet: proportion having sold via Internet, 2001 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (1)	AT	PT (2)	FI	SE	UK	NO (3)
Total	13	:	25	19	14	3	:	26	5	15	40	25	11	17	14	19	27
SME	13	:	25	19	14	3	:	26	5	15	40	25	10	17	14	19	27
Small	13	:	25	19	14	2	:	25	5	14	39	26	10	16	13	20	27
Medium	13	:	26	18	13	4	:	27	4	18	41	22	11	21	18	16	29
Large	17	:	36	18	17	7	:	33	7	13	47	29	27	27	27	22	33

(1) All electronic networks.

(2) Estimated.

(3) Proportion having received orders via homepage.

Source: E-commerce database, Eurostat.

Table 8.4.2: Enterprises using the Internet: proportion having sold via Internet, 2001 (%)

	NACE activities					
	Average	D	G	55.1, 55.2	I	K
EU	13	9	16	49	13	9
BE	:	:	:	:	:	:
DK	25	18	32	44	21	26
DE	19	16	24	59	19	9
EL	14	11	9	59	24	12
ES	3	2	3	21	2	2
FR	:	:	:	:	:	:
IE	:	:	23	72	34	18
IT	5	4	5	36	3	4
LU	16	18	17	65	13	8
NL (1)	40	40	41	46	59	31
AT	25	16	25	70	25	15
PT (2)	11	10	7	60	14	10
FI	17	12	17	71	21	21
SE	14	9	17	49	16	13
UK	19	22	23	20	26	12
NO (3)	27	24	28	61	23	27

(1) All electronic networks.

(2) Estimated.

(3) Proportion having received orders via homepage.

Source: E-commerce database, Eurostat.

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Table 8.4.3: Enterprises having sold via the Internet during 2001: proportion whose Internet sales were: (%) (1)

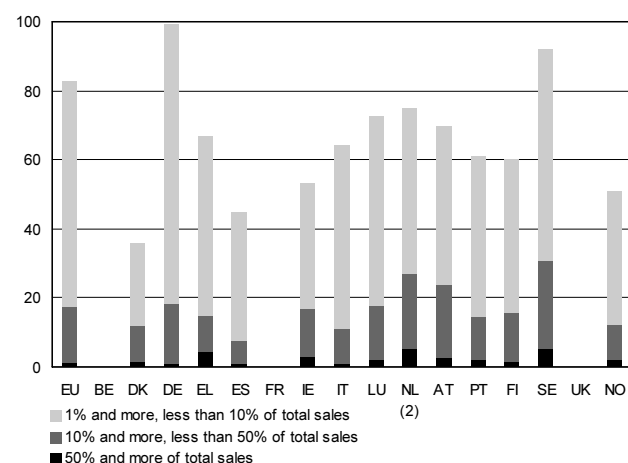
	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (2)	AT	PT	FI	SE	UK	NO
1% or more of total sales																	
Total	83	:	36	99	67	45	:	53	64	73	75	70	61	60	92	:	51
SME	83	:	36	99	67	45	:	53	64	74	75	70	63	60	93	:	51
Small	84	:	37	99	68	43	:	55	64	78	75	72	70	61	94	:	51
Medium	80	:	32	99	58	52	:	48	66	62	76	62	43	55	88	:	50
Large	71	:	34	91	64	36	:	47	52	25	75	61	33	60	80	:	53
10% or more of total sales																	
Total	17	:	12	18	15	8	:	17	11	18	27	24	14	16	31	:	12
SME	18	:	12	18	15	8	:	17	11	18	26	25	15	16	31	:	12
Small	18	:	13	20	15	7	:	18	10	20	25	26	14	16	30	:	12
Medium	15	:	11	12	8	10	:	16	16	15	33	17	20	18	37	:	12
Large	9	:	8	6	9	8	:	9	14	0	38	11	4	13	24	:	18
50% or more of total sales																	
Total	1	:	2	1	5	1	:	3	1	2	5	3	2	2	5	:	2
SME	1	:	2	1	5	1	:	3	1	2	4	3	2	2	5	:	2
Small	1	:	2	1	5	0	:	3	1	3	4	3	2	1	4	:	2
Medium	2	:	0	1	0	2	:	1	3	0	8	4	3	4	9	:	2
Large	2	:	0	2	0	2	:	2	1	0	17	2	1	0	4	:	1

(1) Enterprises weighted by their turnover.

(2) All electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.4.2: Enterprises having sold via the Internet during 2001: proportion whose Internet sales were: (%) (1)



(1) Enterprises weighted by their turnover.

(2) All electronic networks.

Source: E-commerce database, Eurostat.

8.5 DESTINATION OF INTERNET SALES

Turning to the breakdown of Internet e-sales by customer type, it is apparent that there were considerably more business to business (B2B) sales than business to consumer (B2C) sales (see table 8.5.1). Subject to data availability, B2B sales accounted for between 51 % (Germany) and 86 % of e-sales (Italy and Finland) in 2001. Note that these figures are in relation to total sales, and as such, it is perhaps not surprising that B2B sales are more important, as one could imagine that the average value of a B2B transaction is considerably higher than the average value of a B2C transaction.

The two activities that tended to report the highest proportion of B2C e-sales were hotels and accommodation and transport, storage and communication services, while manufacturing and distributive trades generally had a low proportion B2C e-sales, except in Germany and the United Kingdom.

Table 8.5.3 shows the destination of Internet sales according to the country of origin of the customer (be the customer a businesses or a consumer). As may be expected, the majority of e-sales are made within the domestic market, on average 78 % of total e-sales in the EU in 2001. There were two countries where a majority of e-sales were made to other EU countries; they were Ireland and Luxembourg.

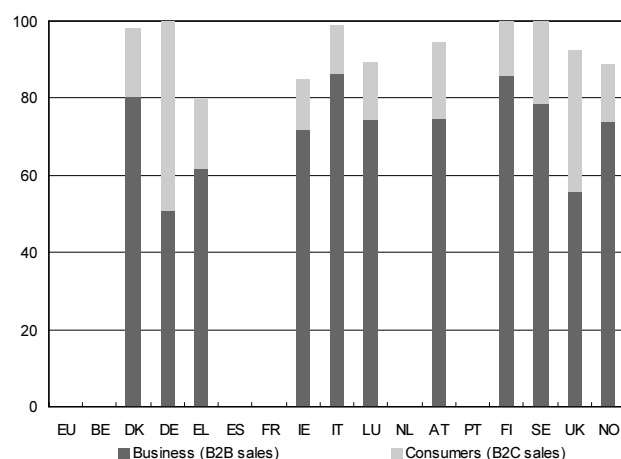
The activity that generally recorded the highest proportion of e-sales to non-domestic markets was that of hotels and accommodation (see table 8.5.4). On the other hand, distributive trades and business services tended to report the highest proportion of domestic e-sales.

Table 8.5.1: Proportion of Internet sales by customer type, 2001 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Business (B2B sales)																	
Total	:	:	80	51	62	:	:	72	86	75	:	75	:	86	79	56	74
SME	:	:	82	56	49	:	:	17	83	75	:	78	:	:	75	59	80
Small	:	:	63	46	51	:	:	14	68	55	:	88	:	:	76	50	36
Medium	:	:	91	65	36	:	:	19	91	80	:	43	:	:	75	68	89
Large	:	:	78	48	73	:	:	78	90	48	:	66	:	:	81	54	54
Consumers (B2C sales)																	
Total	:	:	18	49	18	:	:	13	13	15	:	20	:	14	21	37	15
SME	:	:	17	44	25	:	:	24	16	15	:	16	:	:	25	21	10
Small	:	:	35	54	24	:	:	18	30	26	:	6	:	:	24	9	35
Medium	:	:	8	35	26	:	:	30	8	12	:	52	:	:	25	32	4
Large	:	:	19	52	12	:	:	12	10	5	:	30	:	:	19	44	32

Source: E-commerce database, Eurostat.

Figure 8.5.1: Proportion of Internet sales by customer type, 2001 (%)



Source: E-commerce database, Eurostat.

Table 8.5.2: Proportion of Internet sales that were to consumers (B2C sales), 2001 (%)

	NACE activities				
	Average	D	G	55.1, 55.2	I K
EU	:	:	:	:	:
BE	:	:	:	:	:
DK	18	14	11	24	50 33
DE	49	21	61	53	55 41
EL	18	23	19	18	56 9
ES	:	:	:	:	:
FR	:	:	:	:	:
IE	:	:	2	8	62 38
IT	13	8	11	83	27 34
LU	15	1	31	49	33 8
NL	:	:	:	:	:
AT	20	22	11	52	41 27
PT	:	:	:	:	:
FI	:	:	:	:	:
SE	:	:	:	34	:
UK	:	:	45	65	51 13
NO	15	9	7	24	54 30

Source: E-commerce database, Eurostat.

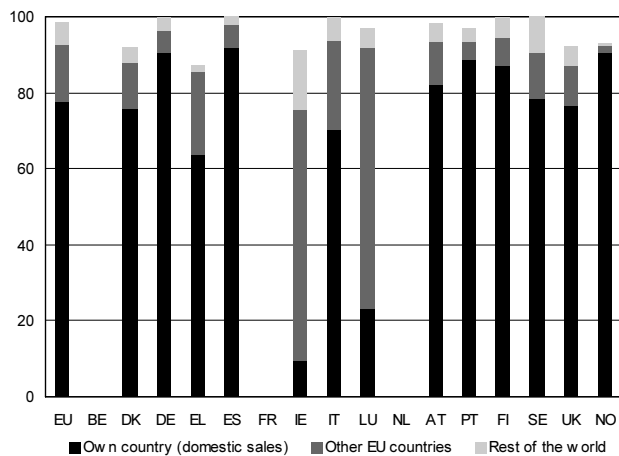
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Table 8.5.3: Proportion of Internet sales by customer destination, 2001 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK	NO
Own country (domestic sales)																	
Total	78	:	76	90	64	92	:	10	70	23	:	82	89	87	78	76	91
SME	:	:	80	83	26	88	:	37	81	24	:	86	87	:	:	63	92
Small	:	:	85	86	19	83	:	60	65	36	:	90	76	:	:	41	70
Medium	:	:	77	81	60	90	:	15	90	21	:	70	92	:	:	84	96
Large	:	:	70	94	97	93	:	7	59	5	:	72	92	:	:	83	87
Other EU countries																	
Total	15	:	12	6	22	6	:	66	23	69	:	11	5	8	12	11	2
SME	:	:	12	6	45	7	:	18	12	69	:	10	4	:	:	11	1
Small	:	:	4	7	51	7	:	9	23	39	:	6	7	:	:	12	2
Medium	:	:	16	5	14	8	:	27	7	76	:	25	3	:	:	11	1
Large	:	:	12	6	2	5	:	71	35	76	:	15	6	:	:	11	3
Rest of the world																	
Total	6	:	4	4	2	2	:	16	6	5	:	5	4	5	9	5	1
SME	:	:	5	11	3	4	:	23	6	5	:	3	5	:	:	6	1
Small	:	:	4	7	2	10	:	11	12	11	:	3	13	:	:	6	1
Medium	:	:	5	15	5	2	:	33	3	4	:	4	2	:	:	5	1
Large	:	:	2	1	1	2	:	15	6	19	:	8	0	:	:	5	0
Do not know / no answer																	
Total	1	:	8	0	13	0	:	9	0	3	:	2	3	0	0	8	7
SME	:	:	3	0	27	0	:	22	0	3	:	1	3	:	:	20	6
Small	:	:	6	0	28	0	:	20	0	15	:	1	3	:	:	41	28
Medium	:	:	2	0	21	0	:	25	0	0	:	1	3	:	:	0	2
Large	:	:	15	0	1	0	:	7	0	0	:	4	2	:	:	2	10

Source: E-commerce database, Eurostat.

Figure 8.5.2: Proportion of Internet sales by destination, 2001 (%)



Source: E-commerce database, Eurostat.

Table 8.5.4: Proportion of Internet sales that were domestic sales, 2001 (%)

	NACE activities					
	Average	D	G	55.1, 55.2	I	K
EU	:	:	:	:	:	:
BE	:	:	:	:	:	:
DK	76	53	85	72	55	78
DE	90	86	92	74	93	88
EL	64	20	92	14	34	99
ES	92	89	93	59	99	95
FR	:	:	:	:	:	:
IE	:	:	73	19	15	58
IT	70	63	99	31	89	85
LU	23	7	52	6	39	25
NL	:	:	:	:	:	:
AT	82	35	95	28	88	64
PT	89	89	98	29	69	98
FI	:	:	:	:	:	:
SE	:	:	:	:	:	:
UK	82	71	85	81	89	87
NO	91	79	94	32	86	86

Source: E-commerce database, Eurostat.

8.6 ON-LINE PAYMENT

It is possible, using the data from the e-commerce survey, to break down the information that has been provided on e-sales and to look at the proportion of enterprises that received on-line payments. These types of payments are encouraged when a secure environment has been set-up with encryption of the information during the payment procedure.

The proportion of enterprises selling goods and services on the Internet that received on-line payments varied between 30 % in Sweden and 7 % in the Netherlands in 2001. Given that additional costs are usually incurred when setting up an on-line payments system, it is perhaps not surprising to find that a higher proportion of large enterprises received on-line payments; this was not the case in Germany, Greece and Norway.

There was no strong pattern as regards an activity breakdown of on-line payments, which were somewhat more common among enterprises having sold on-line in the transport, storage and communication services and the business services sectors.

Table 8.6.1: Enterprises having sold via the Internet: proportion having received on-line payments, 2001(%)

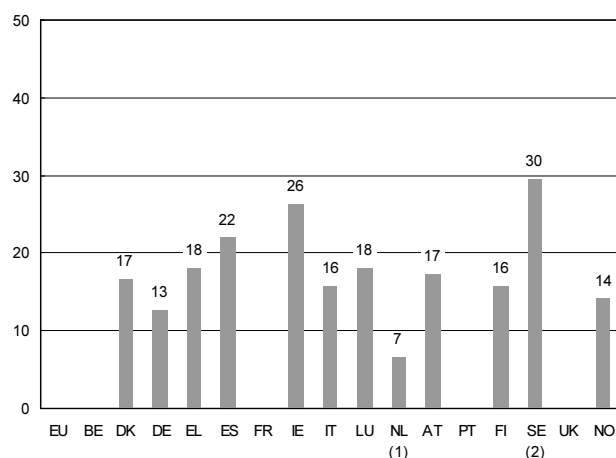
	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (1)	AT	PT	FI	SE (2)	UK	NO
Total	:	:	17	13	18	22	:	26	16	18	7	17	:	16	30	:	14
SME	:	:	17	13	18	21	:	26	16	18	7	17	:	15	29	:	14
Small	:	:	17	13	18	23	:	27	16	16	7	17	:	14	29	:	15
Medium	:	:	16	14	21	16	:	22	13	25	7	14	:	18	29	:	11
Large	:	:	20	12	14	30	:	39	26	25	9	27	:	24	34	:	13

(1) All electronic networks.

(2) Wording of these services was different.

Source: E-commerce database, Eurostat.

Figure 8.6.1: Enterprises having sold via the Internet: proportion having received on-line payments, 2001 (%)



(1) All electronic networks.

(2) Wording of these services was different.

Source: E-commerce database, Eurostat.

Table 8.6.2: Enterprises having sold via the Internet: proportion having received on-line payments, 2001 (%)

	NACE activities				
	Average	D	G	55.1, 55.2	I K
EU	:	:	:	:	:
BE	:	:	:	:	:
DK	17	15	18	19	20 16
DE	13	21	8	12	15 7
EL	18	9	13	19	36 44
ES	22	21	16	26	39 24
FR	:	:	:	:	:
IE	:	:	24	25	41 30
IT	16	15	20	7	25 31
LU	18	13	27	6	17 11
NL (1)	6	5	6	14	4 8
AT	17	11	15	27	18 10
PT	:	:	:	:	:
FI	16	18	18	11	19 11
SE (2)	:	:	24	22	39 39
UK	:	:	:	:	:
NO	14	15	15	10	14 13

(1) All electronic networks.

(2) Wording of these services was different.

Source: E-commerce database, Eurostat.

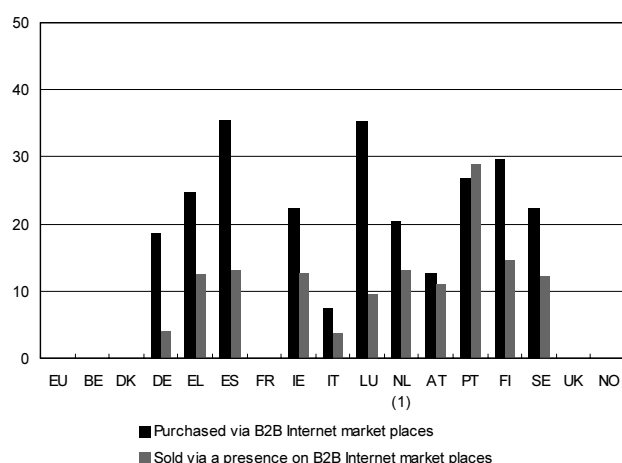
8.7 USE OF SPECIALISED MARKET PLACES

Table 8.7.1: Enterprises having traded via the Internet: proportion having traded via specialised B2B Internet market places, 2001 (%)

	EU	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL (1)	AT	PT	FI	SE	UK	NO
Purchased via specialised B2B Internet market places																	
Total	:	:	:	19	25	36	:	22	7	35	20	13	27	30	22	:	:
SME	:	:	:	18	25	35	:	22	7	36	20	12	27	29	22	:	:
Small	:	:	:	19	24	34	:	22	8	33	19	11	26	28	21	:	:
Medium	:	:	:	14	28	42	:	23	7	49	22	17	29	32	23	:	:
Large	:	:	:	37	31	37	:	35	9	7	27	27	34	36	36	:	:
Sold via a presence on specialised B2B Internet market places																	
Total	:	:	:	4	12	13	:	13	4	10	13	11	29	15	12	:	:
SME	:	:	:	4	12	13	:	12	4	9	13	11	30	14	11	:	:
Small	:	:	:	3	12	10	:	11	3	7	12	10	31	13	10	:	:
Medium	:	:	:	5	15	20	:	16	5	13	16	12	24	20	13	:	:
Large	:	:	:	13	18	22	:	15	10	38	24	18	19	19	32	:	:

(1) NL, all electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.7.1: Enterprises having traded via the Internet: proportion having traded via specialised B2B Internet market places, 2001 (%)

(1) NL, all electronic networks.

Source: E-commerce database, Eurostat.

Among those enterprises that traded on the Internet, more than one-third in Spain (36 %) and Luxembourg (35 %) purchased via specialised B2B market places in 2001. As with e-commerce in general, the proportion of enterprises that made purchases using specialised market places was higher than the proportion of enterprises that made sales using market places, except in Portugal. Indeed, Portugal reported the highest proportion of Internet traders that made B2B sales via Internet market places, some 29 % in 2001 (see table 8.7.1).

The highest proportion of Internet traders that made e-purchases through Internet market places was often found in the activity of distributive trades, while business services and hotels and accommodation often reported the highest proportion of enterprises making e-sales through Internet market places (see table 8.7.3).

Table 8.7.2: Enterprises having purchased via the Internet: proportion having purchased via specialised B2B Internet market places, 2001 (%)

	NACE activities				
	Average	D	G	55.1, 55.2	I K
EU	:	:	:	:	:
BE	:	:	:	:	:
DK	:	:	:	:	:
DE	19	16	25	10	19 13
EL	25	12	28	21	32 46
ES	36	32	30	65	54 45
FR	:	:	:	:	:
IE	:	:	28	17	21 22
IT	7	3	13	7	11 12
LU	35	27	47	15	33 29
NL (1)	20	13	23	13	27 22
AT	13	8	17	9	18 13
PT	27	25	32	13	19 28
FI	30	25	28	48	24 39
SE	22	15	27	17	19 27
UK	:	:	:	:	:
NO	:	:	:	:	:

(1) NL, all electronic networks.

Source: E-commerce database, Eurostat.

Table 8.7.3: Enterprises having sold via the Internet: proportion having sold via a presence on specialised B2B Internet market places, 2001 (%)

	NACE activities				
	Average	D	G	55.1, 55.2	I K
EU	:	:	:	:	:
BE	:	:	:	:	:
DK	:	:	:	:	:
DE	4	8	0	3	7 6
EL	12	3	25	11	1 46
ES	13	13	10	19	18 12
FR	:	:	:	:	:
IE	:	:	13	11	19 16
IT	4	3	5	5	7 4
LU	10	9	11	6	7 14
NL (1)	13	7	15	6	15 19
AT	11	7	9	15	9 12
PT	29	30	26	46	6 17
FI	15	14	15	17	9 17
SE	:	:	13	11	6 17
UK	:	:	:	:	:
NO	:	:	:	:	:

(1) All electronic networks.

Source: E-commerce database, Eurostat.

9. BACKGROUND INFORMATION

9. BACKGROUND INFORMATION

Table 9.1a: Gross domestic product at market prices (million EUR) (1)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
1991	5 779 259	163 487	108 446	1 432 662	73 081	443 715	987 210	38 648	939 612	9 702	244 639	136 573	65 534	99 897	200 132	836 147
1992	6 023 600	174 275	113 694	1 561 713	77 024	463 263	1 040 541	41 447	951 165	10 402	258 143	146 955	75 479	83 967	197 151	828 109
1993	6 048 845	184 466	118 541	1 670 811	79 771	425 936	1 089 369	42 570	849 037	11 805	276 822	158 511	73 635	73 771	169 434	823 509
1994	6 341 930	198 401	128 024	1 763 730	84 353	425 089	1 139 319	46 148	863 368	12 951	293 571	168 108	76 303	84 411	179 807	878 109
1995	6 594 771	211 551	137 793	1 880 207	89 888	446 881	1 188 101	50 833	839 042	13 827	317 323	179 840	82 631	99 220	189 888	867 743
1996	6 926 707	212 474	144 155	1 878 151	97 973	480 535	1 224 606	57 646	971 065	14 296	324 479	182 364	88 310	100 624	213 413	936 614
1997	7 295 176	216 137	149 169	1 863 458	107 103	495 627	1 241 129	70 719	1 029 991	15 416	332 654	181 645	93 901	108 215	218 489	1 171 548
1998	7 638 446	223 687	154 069	1 916 370	108 977	525 454	1 297 574	77 673	1 068 947	16 889	351 648	189 333	100 355	115 596	221 385	1 270 463
1999	8 036 874	235 632	162 430	1 978 600	117 850	565 199	1 355 102	89 614	1 107 994	18 870	374 070	197 154	108 030	119 985	235 997	1 369 988
2000	8 567 467	247 469	171 829	2 030 000	123 140	609 319	1 420 138	102 845	1 166 548	21 313	402 291	207 037	115 548	130 145	260 120	1 559 392
2001	8 861 884	254 283	177 840	2 071 200	131 026	651 641	1 475 584	114 743	1 220 147	22 082	429 127	211 857	123 054	135 228	244 905	1 596 986
2002	9 164 519	260 744	183 731	2 108 200	141 354	693 925	1 520 804	129 344	1 258 349	22 340	444 649	216 831	129 280	139 716	255 423	1 659 624

(1) In current prices, ECU instead of euro up to 1998.

Source: National accounts (NewCronos Theme2/aggs/aggs_gdp/a_gdp_c), Eurostat.

Table 9.1b: Gross domestic product at market prices (million EUR) (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
1991	5 498	96 019	188 248	4 009	:	:	:	17 569	:	:	2 018	40 102	15 161	:	9 451	122 275
1992	5 378	98 274	188 344	3 934	:	:	:	17 032	1 121	1 589	2 118	38 639	8 949	:	10 342	122 425
1993	5 215	99 935	202 173	9 253	5 636	29 860	1 409	32 973	1 849	2 278	2 103	73 406	22 618	11 417	10 832	153 880
1994	5 284	104 298	220 482	8 162	6 273	34 634	1 940	34 910	3 076	3 572	2 291	83 323	25 246	13 003	12 130	108 862
1995	5 339	113 139	235 052	10 019	6 772	39 804	2 728	34 119	3 378	4 736	2 483	97 179	27 100	14 833	14 343	129 564
1996	5 731	125 287	233 328	7 822	7 027	45 476	3 432	35 583	4 013	6 208	2 622	113 323	27 770	16 403	14 876	143 121
1997	6 373	138 596	225 895	9 167	7 506	46 755	4 075	40 352	4 958	8 492	2 945	127 131	31 181	18 702	16 063	167 799
1998	7 122	133 729	234 268	11 386	8 136	50 636	4 668	41 931	5 441	9 713	3 132	141 292	37 436	19 763	17 497	177 796
1999	7 859	148 373	242 771	12 164	8 690	51 575	4 878	45 075	6 217	9 992	3 420	145 507	33 388	19 131	18 760	173 097
2000	9 069	180 589	260 313	13 734	9 604	55 755	5 585	50 654	7 776	12 096	3 867	177 984	40 346	21 926	20 436	216 736
2001	8 474	187 722	274 662	15 250	10 210	63 849	6 257	57 873	8 593	13 259	4 055	204 455	44 887	22 847	21 750	161 836
2002	8 986	201 949	284 140	16 583	10 762	73 875	6 904	69 889	8 940	14 649	4 097	200 198	48 362	25 147	23 385	191 711

(1) In current prices, ECU instead of euro up to 1998.

Source: National accounts (NewCronos Theme2/aggs/aggs_gdp/a_gdp_c), Eurostat.

Table 9.2a: Population at 1st of January (thousands)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
1991	365 382	9 987	5 147	79 753	10 200	38 875	56 841	3 521	56 744	384	15 010	7 769	9 878	4 999	8 591	57 685
1992	367 061	10 022	5 162	80 275	10 295	38 965	57 111	3 548	56 757	390	15 129	7 868	9 961	5 029	8 644	57 907
1993	368 935	10 068	5 181	80 975	10 349	39 057	57 369	3 569	56 960	395	15 239	7 962	9 965	5 055	8 692	58 099
1994	370 324	10 101	5 197	81 338	10 410	39 136	57 565	3 583	57 139	401	15 342	8 015	9 983	5 078	8 745	58 293
1995	371 442	10 131	5 216	81 539	10 443	39 197	57 753	3 598	57 269	407	15 424	8 040	10 013	5 099	8 816	58 500
1996	372 476	10 143	5 251	81 818	10 465	39 249	57 936	3 620	57 333	413	15 494	8 055	10 041	5 117	8 838	58 704
1997	373 487	10 170	5 275	82 012	10 487	39 309	58 116	3 652	57 461	418	15 567	8 068	10 070	5 132	8 845	58 905
1998	374 345	10 192	5 295	82 057	10 511	39 388	58 299	3 694	57 563	424	15 654	8 075	10 108	5 147	8 848	59 090
1999	375 277	10 214	5 314	82 037	10 522	39 519	58 497	3 735	57 613	429	15 760	8 083	10 150	5 160	8 854	59 391
2000	376 482	10 239	5 330	82 164	10 554	39 733	58 749	3 777	57 680	436	15 864	8 103	10 198	5 171	8 861	59 623
2001	378 005	10 263	5 349	82 260	10 565	40 122	59 039	3 826	57 844	440	15 987	8 121	10 263	5 181	8 883	59 863
2002	377 698	10 310	5 368	82 440	10 988	40 409	59 338	3 901	56 994	444	16 105	8 039	10 336	5 195	8 909	58 922
2003	378 988	10 356	5 384	82 542	11 018	40 683	59 626	3 961	57 072	448	16 193	8 058	10 414	5 206	8 941	59 086

Source: Population (NewCronos Theme3/demo/dgen/gind), Eurostat.

Table 9.2b: Population at 1st of January (thousands)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
1991	256	4 250	6 751	8 669	687	10 364	1 571	10 373	2 668	3 737	356	38 183	23 192	5 272	2 000	:
1992	260	4 274	6 843	8 596	700	10 313	1 562	10 374	2 657	3 747	360	38 309	22 811	5 296	1 999	:
1993	262	4 299	6 908	8 485	714	10 326	1 527	10 365	2 606	3 737	363	38 418	22 779	5 314	1 994	:
1994	265	4 325	6 969	8 460	723	10 334	1 507	10 350	2 566	3 724	366	38 505	22 748	5 337	1 989	:
1995	267	4 348	7 019	8 427	730	10 333	1 492	10 337	2 530	3 718	370	38 581	22 712	5 356	1 990	61 644
1996	268	4 370	7 062	8 385	736	10 321	1 476	10 321	2 502	3 712	371	38 609	22 656	5 368	1 990	62 697
1997	270	4 393	7 081	8 341	741	10 309	1 462	10 301	2 480	3 707	374	38 639	22 582	5 379	1 987	62 480
1998	272	4 418	7 097	8 283	746	10 299	1 454	10 280	2 458	3 704	377	38 660	22 526	5 388	1 985	63 459
1999	276	4 445	7 124	8 230	752	10 290	1 446	10 253	2 439	3 701	379	38 667	22 489	5 393	1 978	64 345
2000	279	4 479	7 164	8 191	755	10 278	1 372	10 222	2 380	3 699	380	38 654	22 456	5 399	1 988	67 461
2001	283	4 503	7 204	7 936	785	10 232	1 367	10 200	2 364	3 480	391	38 249	21 911	5 379	1 990	68 610
2002	287	4 524	7 261	7 891	793	10 206	1 361	10 175	2 346	3 476	395	38 237	21 872	5 379	1 994	69 665
2003	289	4 552	7 321	7 846	805	10 203	1 356	10 152	2 332	3 463	397	38 214	21 812	5 379	1 995	70 361

Source: Population (NewCronos Theme3/demo/dgen/gind), Eurostat; TR, Auxiliary indicators (NewCronos Theme2/aux_ind/aux_pem), Eurostat.

Table 9.3a: Total employment (thousands) (1)

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
1991	158 269	3 793	2 621	38 499	3 634	13 951	22 876	1 172	22 736	165	6 824	3 951	4 712	2 341	4 495	26 501
1992	156 369	3 776	2 600	37 885	3 686	13 734	22 743	1 176	22 674	165	6 913	3 959	4 635	2 175	4 295	25 952
1993	153 630	3 747	2 562	37 356	3 717	13 325	22 450	1 193	22 025	165	6 932	3 934	4 540	2 045	4 071	25 568
1994	153 387	3 732	2 599	37 279	3 786	13 294	22 483	1 231	21 627	167	6 976	3 929	4 493	2 016	4 036	25 740
1995	154 713	3 894	2 632	37 330	3 820	13 580	22 682	1 285	21 526	168	7 133	3 928	4 484	2 056	4 095	26 100
1996	155 641	3 907	2 659	37 210	3 805	13 748	22 768	1 331	21 736	170	7 298	3 904	4 555	2 083	4 058	26 412
1997	157 105	3 942	2 692	37 145	3 784	14 147	22 867	1 405	21 793	172	7 534	3 924	4 626	2 152	4 007	26 916
1998	159 784	4 011	2 735	37 554	3 940	14 699	23 215	1 526	21 994	176	7 733	3 964	4 751	2 195	4 066	27 227
1999	162 537	4 063	2 768	38 006	3 941	15 217	23 680	1 617	22 255	180	7 935	4 020	4 839	2 251	4 153	27 611
2000	165 804	4 139	2 782	38 681	3 935	15 714	24 290	1 693	22 660	185	8 114	4 050	4 951	2 301	4 258	28 053
2001	167 916	4 197	2 792	38 851	3 921	16 093	24 717	1 743	23 047	190	8 264	4 077	5 020	2 335	4 337	28 332
2002	167 795	4 189	2 776	38 610	3 914	16 303	24 924	1 766	23 345	194	8 339	4 061	5 027	2 344	4 347	27 659

(1) national employment.

Source: Auxiliary indicators (NewCronos Theme2/aux_ind/aux_pem), Eurostat.

Table 9.3b: Total employment (thousands) (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
1991	125	2 036	:	3 564	:	:	811	:	1 397	1 898	125	:	10 786	:	874	:
1992	123	2 031	:	3 274	:	:	763	4 085	1 294	1 855	126	15 181	10 458	:	834	:
1993	122	2 041	:	3 222	:	4 874	702	3 827	1 205	1 778	127	14 894	10 062	:	819	:
1994	123	2 069	:	3 242	273	4 927	678	3 752	1 083	1 675	128	14 658	10 012	2 103	816	:
1995	124	2 113	:	3 282	282	4 963	636	3 623	970	1 644	132	14 791	9 493	2 147	825	:
1996	127	2 156	:	3 286	285	4 972	621	3 605	952	1 659	134	14 968	9 379	2 218	817	:
1997	129	2 220	:	3 157	284	4 937	622	3 610	993	1 669	134	15 177	9 023	2 194	813	:
1998	133	2 276	:	3 153	287	4 866	609	3 675	991	1 656	134	15 356	8 813	2 228	813	:
1999	137	2 294	:	3 088	290	4 764	583	3 792	973	1 648	135	14 757	8 420	2 157	823	:
2000	140	2 304	:	2 980	302	4 732	575	3 829	944	1 586	136	14 526	8 629	2 102	895	21 970
2001	141	2 316	:	2 968	304	4 750	580	3 845	965	1 522	138	14 207	8 563	2 123	903	21 744
2002	140	2 318	:	2 992	309	4 796	588	3 871	991	1 399	137	13 782	7 819	2 127	902	21 779

(1) national employment.

Source: Auxiliary indicators (NewCronos Theme2/aux_ind/aux_pem), Eurostat.

Table 9.4a: Average EUR/ECU exchange rates (1)

	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
1991	42.2233	7.90859	2.05076	225.216	128.469	6.97332	0.767809	1 533.24	42.2233	2.31098	14.4309	178.614	5.00211	7.47927	0.701012
1992	41.5932	7.80925	2.02031	247.026	132.526	6.84839	0.760718	1 595.52	41.5932	2.27482	14.2169	174.714	5.80703	7.53295	0.737650
1993	40.4713	7.59359	1.93639	268.568	149.124	6.63368	0.799952	1 841.23	40.4713	2.17521	13.6238	188.370	6.69628	9.12151	0.779988
1994	39.6565	7.54328	1.92453	288.026	158.918	6.58262	0.793618	1 915.06	39.6565	2.15827	13.5396	196.896	6.19077	9.16308	0.775903
1995	38.5519	7.32804	1.87375	302.989	163.000	6.52506	0.815525	2 130.14	38.5519	2.09891	13.1824	196.105	5.70855	9.33192	0.828789
1996	39.2986	7.35934	1.90954	305.546	160.748	6.49300	0.793448	1 958.96	39.2986	2.13973	13.4345	195.761	5.82817	8.51472	0.813798
1997	40.5332	7.48361	1.96438	309.355	165.887	6.61260	0.747516	1 929.30	40.5332	2.21081	13.8240	198.589	5.88064	8.65117	0.692304
1998	40.6207	7.49930	1.96913	330.731	167.184	6.60141	0.786245	1 943.65	40.6207	2.21967	13.8545	201.695	5.98251	8.91593	0.676434
1999	40.3399	7.43552	1.95583	325.820	166.386	6.55957	0.787564	1 936.27	40.3399	2.20371	13.7603	200.482	5.94573	8.80752	0.658735
2000	40.3399	7.45382	1.95583	336.678	166.386	6.55957	0.787564	1 936.27	40.3399	2.20371	13.7603	200.482	5.94573	8.44519	0.609478
2001	40.3399	7.45207	1.95583	340.750	166.386	6.55957	0.787564	1 936.27	40.3399	2.20371	13.7603	200.482	5.94573	9.25511	0.621874
2002	40.3399	7.43052	1.95583	340.750	166.386	6.55957	0.787564	1 936.27	40.3399	2.20371	13.7603	200.482	5.94573	9.16107	0.628831

(1) 1 EUR = X national currency.

Source: Exchange rates (NewCronos Theme2/exint/exchrt), Eurostat.

Table 9.4b: Average EUR/ECU exchange rates (1)

	IS	NO	CH	BG	CY	CZ	EE	HU	LV	LT	MT	PL	RO	SK	SI	TR
1991	73.0018	8.01701	1.77245	0.033850	0.573350	:	:	142.202	:	:	0.399820	2.01692	145.370	:	36.9694	5 153.29
1992	74.5743	8.04177	1.81776	0.051054	0.583675	:	:	172.777	0.896066	2.14329	0.412953	2.97484	673.713	:	98.4341	8 930.95
1993	79.2528	8.30954	1.73019	0.032308	0.582941	34.1690	15.4911	107.611	0.793600	5.08682	0.447021	2.12217	885.825	36.0317	132.486	12 879.3
1994	83.1063	8.37420	1.62128	0.064389	0.583931	34.1509	15.3962	125.030	0.664101	4.73191	0.448852	2.70153	1 971.56	38.1182	152.766	35 535.3
1995	84.6853	8.28575	1.54574	0.087866	0.591619	34.6960	14.9900	164.545	0.689537	5.23203	0.461431	3.17049	2 661.81	38.8649	154.880	59 912.1
1996	84.6558	8.19659	1.56790	0.225149	0.591904	34.4572	15.2763	193.741	0.699605	5.07899	0.458156	3.42232	3 922.19	38.9229	171.778	103 214
1997	80.4391	8.01861	1.64400	1.90157	0.582628	35.9304	15.7150	211.654	0.659401	4.53616	0.437495	3.71545	8 111.50	38.1061	180.996	171 848
1998	79.6976	8.46587	1.62203	1.96913	0.577418	36.3196	15.7530	240.573	0.660240	4.48437	0.434983	3.91784	9 984.88	39.5407	185.958	293 736
1999	77.1821	8.31041	1.60034	1.95584	0.578850	36.8843	15.6466	252.767	0.625601	4.26405	0.425773	4.22741	16 345.2	44.1229	194.473	447 237
2000	72.5848	8.11292	1.55786	1.94792	0.573924	35.5995	15.6466	260.045	0.559227	3.69516	0.404138	4.00817	19 921.8	42.6017	206.613	574 816
2001	87.4173	8.04844	1.51052	1.94819	0.575892	34.0685	15.6466	256.591	0.560060	3.58229	0.403007	3.67214	26 004.0	43.3001	217.980	1 102 430
2002	86.1781	7.50863	1.46703	1.94921	0.575301	30.8036	15.6466	242.958	0.581048	3.45943	0.408936	3.85742	31 269.7	42.6935	225.977	1 439 680

(1) 1 EUR = X national currency.

Source: Exchange rates (NewCronos Theme2/exint/exchrt), Eurostat.

10. SOURCES AND METHODOLOGY

10. SOURCES AND METHODOLOGY

PRESENTATION AND TIMELINESS OF DATA

Unless otherwise specified monetary values are presented in EUR at current prices and current exchange rates. Data was extracted from NewCronos and Comext between July and September 2003.

STRUCTURAL BUSINESS STATISTICS

The SBS data used in this publication has been compiled using the enterprise as the statistical unit. Enterprises are classified to the NACE Rev. 1 classification according to their principal activity. No enterprise size threshold is applied. Summary definitions of the variables used to measure the ICT sector in this publication are given below.

The number of enterprises is a count of the number of enterprises registered to the population concerned in the business register corrected for errors, in particular frame errors. Dormant units are excluded. This statistic should include all units active during at least a part of the reference period.

The number of persons employed is defined as the total number of persons who work in the observation unit (inclusive of working proprietors, partners working regularly in the unit and unpaid family workers), as well as persons who work outside the unit who belong to it and are paid by it (e.g. sales representatives, delivery personnel). It includes persons absent for a short period and also those on strike, but not those absent for an indefinite period. It also includes part-time workers on the pay-roll, as well as seasonal workers, apprentices and home workers on the pay-roll. The number of persons employed excludes manpower supplied to the unit by other enterprises.

Turnover comprises the totals invoiced by the observation unit during the reference period, and this corresponds to market sales of goods or services supplied to third parties. Turnover includes all duties and taxes on the goods or services invoiced by the unit with the exception of the VAT invoiced by the unit vis-à-vis its customer and other similar deductible taxes directly linked to turnover.

Value added at factor cost can be calculated from the sum of i) turnover ii) capitalised production iii) other operating income, minus the sum of i) purchases of goods and services ii) other taxes on products which are linked to turnover but not deductible iii) duties and taxes linked to production, plus or minus changes in stocks. Alternatively it can be calculated from gross operating surplus by adding personnel costs. Value added at factor cost is calculated “gross” as value adjustments (such as depreciation) are not subtracted.

Apparent labour productivity is calculated as value added at factor cost divided by the number of persons employed.

SHORT-TERM STATISTICS: DOMESTIC OUTPUT PRICE INDEX

Definition: all price-determining characteristics of the products should be taken into account, including quantity of units sold, transport provided, rebates, service conditions, guarantee conditions and destination. The specification must be such that in subsequent reference periods, the observation unit is able to identify the product and to provide the appropriate price per unit. The appropriate price is the ex-factory price that includes all duties and taxes on the goods and services invoiced by the unit but excludes VAT invoiced by the unit vis-à-vis its customer and similar deductible taxes directly linked to turnover. The actual transaction price should be measured, and not a list price. If transport costs are included this should be part of the product specification. The price of period t should refer to the moment when the order is made, not the moment when the commodities leave the factory gates. The measured price refers preferably to a particular day in the middle of the month. If no price information is available for the day in question, the price may represent an average over the whole period. The domestic market is defined as customers resident in the same national territory as the observation unit.

Frequency: monthly.

Statistical unit: prices are collected at the level of individual products, and aggregated using weights for products and/or kind-of-activity units.

Weights: are based on turnover information from the Structural Business Statistics database or on information coming directly from Member States. Weights and base years are revised every five years. The current base year is 2000.

PRODCOM

Size coverage: Prodcom statistics normally cover all enterprises which manufacture products contained in the Prodcom list. Among the rules on representativeness, the Regulation stipulates that all enterprises in NACE Sections C, D and E employing at least 20 persons must be included. In addition, at least 90 % of production in each NACE Class must also be recorded.

Frequency: mainly annual.

Definition of production: production is measured using one of three concepts: production sold (sales); production intended for sale (whether sold in the same reference period or a later one); total production (including also production incorporated by the same enterprises into other products).

Prodcom list: data is compiled for approximately 5,000 product headings that are specified in the annually updated Prodcom List.

Valuation: the value should be calculated on the basis of the ex-works selling price obtained / obtainable during the reporting period. It also includes packaging costs, even if they are charged separately. The following are not included: turnover tax and consumer tax charged; separately charged freight costs; any discounts granted to customers.

EXTERNAL TRADE

The external trade data used in this publication are compiled using data reported according to the Combined Nomenclature. For EU-15 as the reporting country only extra-EU trade is provided; for all other reporting countries, including the individual Member States, both intra-EU and extra-EU trade are included in total trade figures. The external trade figures provided in this publication only include trade in goods, not services.

Imports and exports are calculated according to "statistical regime number 4", and as such cover normal trade (mainly goods exported definitively and released into free circulation), inward and outward processing and economic processing arrangements for textiles.

The statistical value of external trade is the value calculated at national frontiers. It can be FOB value (free on board), for exports/dispatches, or CIF (cost, insurance, freight), for imports/arrivals: it therefore includes only incidental expenses (freight, insurance) incurred in the part of the journey located on the territory of the Member State from which the goods are exported (in the case of exports/dispatches) and in the part of the journey located outside of the territory of the Member State which imports the goods (in the case of imports/arrivals). The statistical value is generally based on the customs value (which does not include, inter alia, import duties or other Community taxes on the import or sale of goods) in the case of extra-EU trade, or on taxable value, in the case of intra-EU trade. In the case of processing it is always the total value of the goods which is entered, before and after processing, not only the value added.

COINS

COINS is a database containing annual information on the telecommunications and postal services sectors in EU and EFTA countries since 1980. The database contains statistics describing both sectors, including indicators on economy, infrastructure, traffic, demand, service quality and employment.

CONTINUING VOCATIONAL TRAINING SURVEY

Activity coverage: NACE Sections C to K and O.

Reference year: 1999.

Survey type: enterprise survey.

Size coverage: enterprises with 10 and more employees.

Sampling unit: enterprise.

Definition of new technologies: technologically new products are those whose technological characteristics or intended uses differ significantly from those of previously produced products. A technologically improved product is an existing product whose performance has been significantly enhanced or upgraded. A new or improved service is considered to be a technological innovation when its characteristics and ways of use are either completely new or significantly improved qualitatively or in terms of performance and technologies used. The introduction of a new or significantly improved service or production or delivery method can require the use of radically new technologies or a new combination of existing technologies or new knowledge.

LABOUR FORCE SURVEY

Survey type: household survey.

Sampling unit: individuals.

Coverage of individuals: persons aged 15 years and over, living in private households.

Definition of employment: Persons in employment are those who during the reference week did any work for pay or profit, or were not working but had jobs from which they were temporarily absent. Family workers are included.

Computer professionals according to the international standard classification of occupations (ISCO-88): minor group 213 (computing professionals); part of submajor group 21 (physical, mathematical and engineering science professionals); part of major group 2 (professionals).

UNESCO-OECD-EUROSTAT DATA COLLECTION

Coverage: education in the ordinary school and university system, as defined in the International Standard Classification of Education (ISCED 97). The data cover full- and part-time-students in public and private establishments. They cover school-based general education and vocational education/training (including combined school- and work-based programmes such as dual system apprenticeship). Exclusively (initial and continuing) work-based training is not included in the statistics.

Reference years: 1998 stands for school/academic year 1997/98, 1999 for 1998/99 and so on.

Graduate educational levels (ISCED): ISCED 5 First stage of tertiary education (5A, 5B) and ISCED 6 Second stage of tertiary education (leading to an advanced research qualification).

Mathematics, science and technology fields of education and training according to ISCED97: life sciences (ISC 42), physical sciences (ISC 44), mathematics and statistics (ISC 46), computing (ISC 48), engineering and engineering trades (ISC 52), manufacturing and processing (ISC 54), architecture and building (ISC 58).

EUROSTAT SURVEY ON ICT USAGE IN HOUSEHOLDS, 2002

Main survey subject: ICT usage of households and individuals.

Survey type: household survey.

Reference period: first quarter 2002.

Sampling unit: households and individuals.

Lower age limit for survey of individuals: 16 years.

Upper age limit for survey of individuals: 74 years.

Geographic breakdown: results of the survey have been compiled for each country and, where relevant, with a breakdown of national results into three spatial categories: objective 1 regions, of which ultra-peripheral regions, and other regions.

Stratification: results of the survey have been compiled according to a number of socio-demographic categories (such as age, working status, household composition).

Note concerning Spanish data: the breakdown of households by the structure of the household is not standard. The following breakdown has been used.

Standard label	Spanish data
H'hold without dep. children, with 1 adult	1 person
H'hold without dep. children, with 2 adults	2 persons
H'hold without dep. children, with 3+ adults	3 persons
H'hold with dep. children, with 1 adult	4 persons
H'hold with dep. children, with 2 adults	5 persons
H'hold with dep. children, with 3+ adults	6+ persons

EUROSTAT SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES, 2002

Main survey subject: ICT usage and e-commerce in enterprises.

Survey type: enterprise survey.

Survey period: first quarter 2002.

Reference period: January 2002 for ICT usage, 2001 for information on purchases and sales and other specified indicators.

Activity coverage: enterprises classified to NACE Sections D and G, Groups 55.1 and 55.2, Section I, Division 67 and Section K.

Size coverage: enterprises with 10 persons employed or more.

Sampling unit: enterprise.

Stratification: results of the survey have been compiled for separate activity and size class breakdowns.

Activity breakdowns:

- for Section D for an aggregation of Subsections into 4 regroupings:
 - a) DA, DB, DC, DD, DE;
 - b) DF, DG, DH;
 - c) DI, DJ;
 - d) DK, DL, DN.
- for Section G at the 2-digit level;
- for Groups 55.1 and 55.2 combined;
- for Division 67 as a whole;
- for Section I for an aggregation of Divisions 60 to 63 and separately for Division 64;
- for Section K for an aggregation of Divisions 70, 71, 73 and 74 and separately for Division 72.

Size class breakdowns:

- small enterprises (10-49 persons employed);
- medium-sized enterprises (50-249 persons employed);
- large enterprises (250 and more persons employed).

Weighting of results: results have generally been weighted by the number of enterprises. Information on purchases and sales have generally been weighted using purchases and turnover. Employment weighting has been used in addition to enterprise weighting for questions on computer usage by employees and for a number of other selected questions.

OTHER SOURCES USED IN THE PUBLICATION

Name	Sources used	Web address
Organisation for Economic Cooperation and Development - OECD	OECD Communications outlook 2001	http://www.oecd.org/
International Telecommunication Union - ITU	ICT free statistics	http://www.itu.int/ITU-D/ict/statistics/
Internet Software Consortium - ISC	Internet domain survey	http://www.isc.org/ds/
Netcraft	Secure server survey	http://www.netcraft.com/ssl/
Réseaux IP Européens, Network Coordination Centre - RIPE NCC	Internet statistics - the RIPE region hostcount	http://www.ripe.net/ripenncc/pub-services/stats/hostcount/index.html

DIRECTORATE-GENERALS OF THE EUROPEAN COMMISSION

The following Directorate-Generals produce reports and data on information society related issues.

Directorate-General	Web address
Eurostat - DG ESTAT	http://www.europa.eu.int/comm/dgs/eurostat/index_en.htm
Directorate-General information society - DG INFSO	http://www.europa.eu.int/information_society/index_en.htm
Directorate-General press and communication - DG PRESS	http://www.europa.eu.int/comm/dgs/press_communication/index_en.htm
Eurobarometer surveys	http://www.europa.eu.int/comm/public_opinion/archives_en.htm
Directorate-General for employment and social affairs - DG EMPL	http://www.europa.eu.int/comm/dgs/employment_social/index_en.htm
Directorate-General for economic and financial affairs - DG ECFIN	http://www.europa.eu.int/comm/dgs/economy_finance/index_en.htm

LIST OF NATIONAL STATISTICAL OFFICES

Country		Web address
Belgium	Nationaal Instituut voor de Statistiek / Institut National de Statistique (Statistics Belgium)	http://www.statbel.fgov.be/
Denmark	Danmarks Statistik (Statistics Denmark)	http://www.dst.dk/
Germany	Statistisches Bundesamt (Federal Statistical Office)	http://www.destatis.de/
Greece	National Statistical Service of Greece	http://www.statistics.gr/
Spain	Instituto Nacional de Estadística (National Statistics Institute)	http://www.ine.es/
France	Institut National de la Statistique et des Etudes Economiques (National Institute for Statistics and Economic Studies)	http://www.insee.fr/
Ireland	Central Statistics Office	http://www.cso.ie/
Italy	Istituto nazionale di statistica (National Institute of Statistics)	http://www.istat.it/
Luxembourg	Service central de la statistique et des études économiques	http://www.statec.lu/
The Netherlands	Centraal Bureau voor de Statistiek (Statistics Netherlands)	http://www.cbs.nl/
Austria	Statistik Austria	http://www.statistik.at/
Portugal	Instituto Nacional de Estatística	http://www.ine.pt/
Finland	Tilastokeskus (Statistics Finland)	http://www.stat.fi/
Sweden	Statistiska centralbyrån (Statistics Sweden)	http://www.scb.se/
The United Kingdom	Office for National Statistics	http://www.statistics.gov.uk/
Iceland	Hagstofa Íslands (Statistics Iceland)	http://www.statice.is/
Norway	Statistisk sentralbyrå (Statistics Norway)	http://www.ssb.no/
Switzerland	Statistik Schweiz	http://www.statistik.admin.ch/
Bulgaria	National Statistical Institute	http://www.nsi.bg/
Cyprus	Statistical Service of the Republic of Cyprus	http://www.mof.gov.cy/mof/cystat/statistics.nsf/
Czech Republic	Czech Statistical Office	http://www.czso.cz/
Estonia	Statistikaamet (Statistical Office of Estonia)	http://www.stat.ee/
Hungary	Központi Statisztikai Hivatal (Hungarian Central Statistical Office)	http://www.ksh.hu/
Latvia	Central Statistical Bureau of Latvia	http://www.csb.lv/
Lithuania	Statistics Lithuania	http://www.std.lt/
Malta	National Statistics Office	http://www.nso.gov.mt/
Poland	Central Statistical Office	http://www.stat.gov.pl/
Romania	Institutul National de Statistica (National Institute of Statistics)	http://www.insse.ro/
Slovakia	Štatistický úrad Slovenskej republiky (Statistical Office of the Slovak Republic)	http://www.statistics.sk/
Slovenia	Statistical Office of the Republic of Slovenia	http://www.stat.si/
Turkey	State Institute of Statistics	http://www.die.gov.tr/

10. SOURCES AND METHODOLOGY

SIGNS, COUNTRY ABBREVIATIONS, COUNTRY CODE TOP LEVEL DOMAINS (TLD'S) AND OTHER ABBREVIATIONS

:	not available	ADSL	Asymmetric Digital Subscriber Line
0	less than half the unit used	B2B	Business to Business
-	0 (zero)	B2C	Business to Consumer
~	not relevant	CVTS	Continuing Vocational Training Survey
		DSL	Digital Subscriber Line
EU-15	European Union (15 countries)	EB	Eurobarometer
BE	Belgium .be	EDI	Electronic Data Interchange
DK	Denmark .dk	EUR	Euro (note that EUR is also used in series that were originally compiled in ECU as the exchange rate was 1 ECU to 1 EUR)
DE	Germany .de		
EL	Greece .gr	GDP	Gross Domestic Product
ES	Spain .es	GP	General Practitioner
FR	France .fr	GSM	Global System for Mobile communication
IE	Ireland .ie	HTML	HyperText Markup Language
IT	Italy .it	ICT	Information and Communication Technologies
LU	Luxembourg .lu	IP	Internet Protocol
NL	the Netherlands .nl	ISDN	Integrated Services Digital Network
AT	Austria .at	ISP	Internet Service Provider
PT	Portugal .pt	IT	Information Technology
FI	Finland .fi	LFS	Labour Force Survey
SE	Sweden .se	NACE	Statistical classification of economic activities in the European Community
UK	the United Kingdom .uk		
		NIC	Newly Industrialising Country
IS	Iceland .is	PC	Personal Computer
NO	Norway .no	PSTN	Public Switched Telephone Network
CH	Switzerland .ch	SBS	Structural Business Statistics
		SME	Small and Medium-sized Enterprises
BG	Bulgaria .bg	TLD	Top Level Domain
CY	Cyprus .cy	UMTS	Universal Mobile Telecommunications System
CZ	Czech Republic .cz	WWW	World Wide Web
EE	Estonia .ee		
HU	Hungary .hu		
LV	Latvia .lv		
LT	Lithuania .lt		
MT	Malta .mt		
PL	Poland .pl		
RO	Romania .ro		
SK	Slovak Republic .sk		
SI	Slovenia .si		
TR	Turkey .tr		

GLOSSARY

- A -

ADSL (Asymmetric Digital Subscriber Line): A technology that allows the use of a copper line to send a large quantity of data (for example a television picture) in one direction and a small quantity (for example a control channel and a telephone call) in the other.

- B -

Bandwidth: The physical characteristic of a telecommunication system that indicates the speed at which information can be transferred. In analogue systems, it is measured in cycles per second (Hertz) and in digital systems in binary bits per second (bps).

Broadband: A service or connection allowing a considerable amount of information to be conveyed, such as television pictures. Generally defined as a bandwidth greater than 2Mbps.

B2B (Business-to-Business) e-Commerce: Commerce conducted between businesses over an Intranet, Extranet or Internet (in other words IP networks). This trade may be conducted between a business and its supply chain as well as between a business and other business end-consumer. It may be conducted directly between buyer and seller or through a third party called online intermediary.

B2C (Business-to-Consumer) e-Commerce: commerce conducted between businesses and private consumers over an Extranet, Internet or Intranet (in other words IP networks).

- C -

Cable modem: a device that interfaces between coaxial cable television/voice channel and home computing equipment. Holds the potential for providing high speed Internet access.

Chip: Chip is short for microchip, the complex yet tiny modules that store computer memory or provide logic circuitry for microprocessors.

country code Top Level Domain (ccTLD): A domain name locates an organisation or other entity on the Internet. The ".fr" or ".uk" part of the domain name reflects the geographical location in which the entity wants to be perceived to be.

- D -

Desktop: Desktop is an abbreviated form of desktop computer, a personal computer that fits on top of a desk.

Dial-up: Dial-up pertains to a telephone connection in a system of many lines shared by many users. A dial-up connection is established and maintained for a limited duration of time. Dial-up lines are sometimes called switched lines.

DSL (Digital Subscriber Line): A high-bandwidth (broadband), local loop technology for connecting business or residential subscribers to the Internet.

- E -

e-Commerce: In the narrow sense, electronic commerce is any transaction of sale/purchase of goods or services conducted over the Internet, in other words over a Web page, Extranets and other applications that run over the Internet, such as EDI over the Internet, or over any other Web enabled application (for example through a mobile or a TV set). The payment and the ultimate delivery of the goods or services may be conducted on or off-line. In the broad sense, electronic commerce transactions are Internet transactions plus transactions conducted over EDI or any other online applications used in automated transactions (for example, interactive telephone systems). Transactions over facsimile, telephone or non-interactive e-mail are not included.

EDI (Electronic Data Interchange): Exchange of structured electronic messages (such as orders or invoices) in a defined standard between enterprises and over special telecommunication networks in order to replace paper transactions.

eEurope: A political initiative of the European Commission at the highest level, to accelerate the transition to the information society, dated December 1999. An initiative of the European Commission to accelerate the transition to the Information Society, launched in December 1999. The eEurope Action Plan launched in 2000 for the period 2000-2002 is part of the initiative.

electronic Mail (e-Mail): The electronic transmission of letters, messages from one computer to another.

e-Marketplaces: Specialised Internet commerce sites for businesses that allow buyers and suppliers to trade with each other.

Encryption: the conversion of data into a form that cannot be easily understood by unauthorised people.

Extranet: An extension of a company's Intranet that allows external users to access some parts of the Intranet.

- F -

Flat rate: A charge levied on the client irrespective of the usage of the line accessed.

- G -

generic Top Level Domain (gTLD): A gTLD is the top-level domain name of an Internet address that identifies it generically as associated with some domain class, such as .com (commercial), .net (originally intended for Internet service providers, but now used for many purposes), .org (for non-profit organisations, industry groups, and others), .gov (U.S. government agencies), .mil (for the military), .edu (for educational institutions); and .int (for international treaties or databases and not much used).

GSM: Global System for Mobile communication is a digital mobile telephone system that is widely used in Europe and other parts of the world. GSM uses a variation of time division multiple access and is the most widely used of the three digital wireless telephone technologies (TDMA, GSM, and CDMA - Code Division Multiple Access). GSM digitises and compresses data, then sends it down a channel with two other streams of user data, each in its own time slot. Since many GSM network operators have roaming agreements with foreign operators, users can often continue to use their mobile phones when they travel to other countries.

- H -

Hardware: The term arose as a way to distinguish the "box" and the electronic circuitry and components of a computer from the program you put in it to make it do things. Hardware implies permanence and invariability. Hardware includes not only the computer proper but also the cables, connectors, power supply units, and peripheral devices such as the keyboard, mouse, audio speakers, and printers.

Host: Hosts are permanently interconnected computers and therefore are the central nervous system of the Internet, keeping it alive by routing traffic, exchanging e-mails, and providing information. Any computer system with an Internet Protocol address connected to the network is a host.

HTML: HTML (Hyper-Text Markup Language) is the set of markup symbols or codes inserted in a file intended for display on a World Wide Web browser page. The markup tells the Web browser how to display a Web page's words and images for the user.

- I -

ICT (Information and Communication Technologies): A generic term that covers both information technology (computer hardware and software) and telecommunications equipment and services.

Internet: The world-wide network of interconnected computer systems which uses protocols defined by the Internet Engineering Task Force.

Internet Protocol (IP): The Internet Protocol (IP) is the method or protocol by which data is sent from one computer to another on the Internet. Each computer (known as a host) on the Internet has at least one IP address that uniquely identifies it from all other computers on the Internet. When you send or receive data (for example, an e-mail note or a Web page), the message gets divided into little chunks called packets. Each of these packets contains both the sender's Internet address and the receiver's address. Any packet is sent first to a gateway computer that understands a small part of the Internet. The gateway computer reads the destination address and forwards the packet to an adjacent gateway that in turn reads the destination address and so forth across the Internet until one gateway recognises the packet as belonging to a computer within its immediate neighbourhood or domain. That gateway then forwards the packet directly to the computer whose address is specified.

Intranet: An internal computer network that operates using the same protocol as the Internet. Its main benefit is seen as being a means of sharing information internally, between company employees.

ISDN (Integrated Service Digital Network): A telecommunication service that turns a copper phone line into a high speed digital link that can quickly transmit voice, data and video images simultaneously.

ISP (Internet Service Provider): A supplier of Internet services including access. Originally distinguished from IAPs (Internet Access Provider) since they provide the major backbone connections between countries, and sold on bandwidth to smaller IAPs.

- L -

Laptop: A laptop computer, usually called a notebook computer by manufacturers, is a battery-powered personal computer generally smaller than a briefcase that can easily be transported and conveniently used in temporary spaces such as in public transports, in libraries, temporary offices, and at meetings.

Local Loop Unbundling: The process where the incumbent operator makes its local network (the connection between the customer's premises and the local exchange) available to other companies. The customer is then able to choose another supplier other than the incumbent to provide service.

- M -

Metered/Unmetered Charges: Whether prices are charged on the measurement of actual usage (metered) or not (unmetered). A metered charge is the antithesis of a flat rate charge.

Minitel: A small - French - terminal (keyboard, display and modem) which is not a network, but a tool for connecting to certain kind of networks.

Mobile commerce: Any transaction with a monetary value conducted via mobile telecommunication networks. The use of a wireless terminal (telephone, Personal Digital Assistant (PDA), PC device or custom terminal) and the mobile network to access information and conduct transactions that results in the transfer of value in exchange for information, services or goods.

- N -

New Economy: What rapidly spread since the mid-1990s due to the advent of information and communication technology, re-dimensioning the importance of more traditional industries (for example automobiles, pharmaceuticals) and affecting the balance and weighting among economic sectors.

- O -

Offline/online: used to describe someone who is not/is currently connected to the Internet.

- P -

PPP (Purchasing Power Parity): As financial data converted at market exchange rates would not give a true comparison of the actual volumes of goods and services to which they correspond, Eurostat calculates PPPs which are alternative exchange rates ensuring that the sums converted have the same purchasing power. PPPs are obtained using the price ratios between the different countries for a basket of goods and services which are both comparable and representative. The individual price ratios are aggregated, according to well-defined criteria, up to the GDP global parity level.

PSTN: Public Switched Telephone Network refers to the world's collection of interconnected voice-oriented public telephone networks. Today, it adopts almost entirely digital technology except for the final link from the central (local) telephone office to the user.

- S -

Secure Servers: Allow users to encrypt information on (for example credit card data) that facilitates electronic commerce. A count of secure servers provides a measure of the distribution of e-commerce activities across countries.

Server: A server is a particular kind of host computer that provides information in the popular World Wide Web format used by browsers. It is a computer program that provides services to other computer programs in the same or other computers. A web server is the computer program (housed in a computer) that serves requested HTML pages or files.

Software: The various kinds of programmes used to operate computers and related devices. Software is often divided into application software (programmes that do work users are directly interested in) and system software (which includes operating systems and any programme that supports application software).

- T -

Telework: The use of computers and telecommunications to change the accepted geography of work, entailing staff working away from the office, thus, at home or on the road, using computers and online connections. Self-employed people who prefer home as work base and connect with customers and colleagues across networks are also classed as teleworkers.

Telecommuting: Term 'invented' by Jack Nilles in his publication 'The telecommunications transportation trade-off' (1976). Arrangement enabling workers to avoid commuting, by working at home or closer to home.

Third Generation mobile services (3G): see UMTS.

Transistor: A transistor regulates current or voltage flow and acts as a switch or gate for electronic signals. A transistor consists of three layers of a semiconductor material, each capable of carrying a current. A semiconductor is a material such as germanium and silicon that conducts electricity.

- U -

UMTS (Universal Mobile Telecommunications System): Also known as 3G technology, it is a cellular standard that supports speeds up to 2Mbps, and was designed as a successor to GSM.

- V -

Venture Capital: Refers to equity investments made for the launch, early development, or expansion of a business.

- W -

WWW (World Wide Web): The collection of HTML or XML pages that reside on Web servers across the world (The World Wide Web is the system of connected documents on the Internet which often contain colour pictures, video and sound, and can be searched for information about a particular subject).

MORE METHODOLOGICAL INFORMATION

Detailed information on methods and definitions of Eurostat statistics are available from the Business Methods site on CIRCA at the following address:

http://forum.europa.eu.int/irc/dsis/bmethods/info/data/new/main_en.html

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